

switchee

The Smart Thermostat for
Affordable Housing



Switchee Troubleshooting Guide

SWITCHEE

TROUBLESHOOTING GUIDE

Instructions for using the troubleshooting guide

As a customer care agent or surveyor using this guide to solve a problem with a heating system involving Switchee equipment, please do the following:

- 1) Find the situation that a Switchee user is experiencing from the contents list below.
- 2) Please click on this situation which will take you to the relevant page of troubleshooting you require.
- 3) Ask the resident the questions provided and follow the directions to guide you through the step by step troubleshooting of the issue.
- 4) The objective is to be able to remotely solve a Switchee user's problem.
- 5) If the situation cannot be resolved remotely, this guide will allow you to identify if the problem requires a further call to Switchee's support team or a repairs team to visit the property on behalf of the housing provider.

Please visit the '**Introduction: Key Items of the Switchee system**' chapter to gain a full understanding of the equipment mentioned throughout this guide.

Any readers' feedback on the Switchee troubleshooting guide would be much appreciated and well received at support@switchee.co

Contents

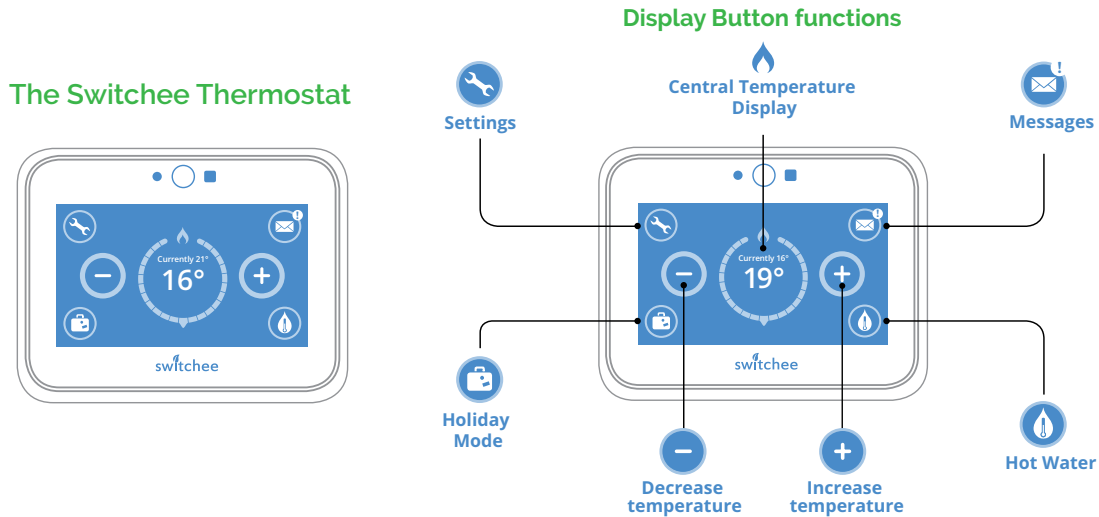
Introduction: Key Items of the Switchee system	3
Switchee's Setup in the home	8
Situation 1: Heating not working	9
Situation 2: Hot water not working	12
Situation 3: Hot water not reaching desired temperature	14
Situation 4.1: Frozen screen on Switchee with 240v mains (AC adapter) power	16
Situation 4.2: Frozen screen on Switchee hard-wired in for power	18
Situation 5: Heating coming on without asking	20
Situation 6: Hot water coming on without asking	23

INTRODUCTION: KEY ITEMS OF THE SWITCHEE SYSTEM

Item 1: The Switchee thermostat

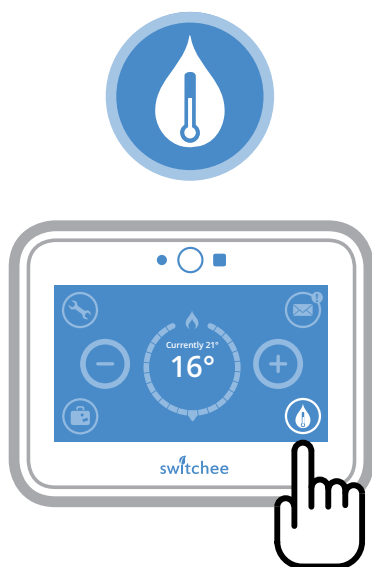
White display unit with blue display screen and black standby screen. Should be located in a common living area or hallway, on the wall, and about 1.5m above the ground.

i) For Heating:



ii) For Hot Water:

The Hot Water Button



If the Switchee thermostat controls the hot water...

Turning Hot Water ON

On the **Switchee thermostat** press the **Hot Water** button. The display will then show 'Hot Water ON'.



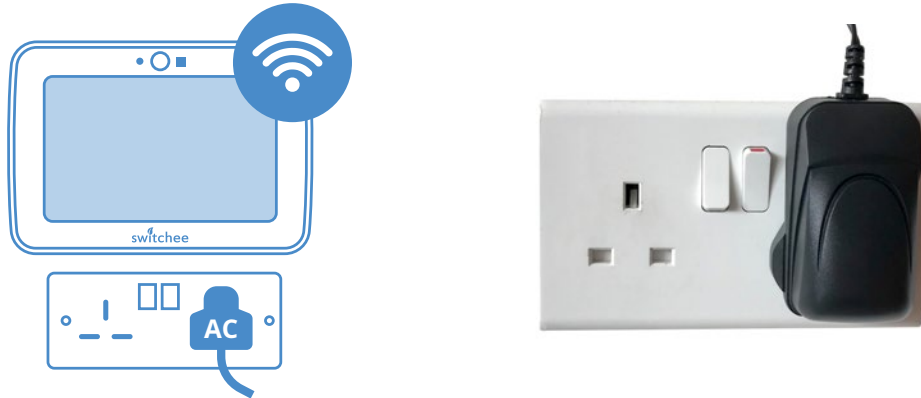
Turning Hot Water OFF

On the **Switchee thermostat** press the **Hot Water** button again. The display will then show 'Hot Water OFF'.



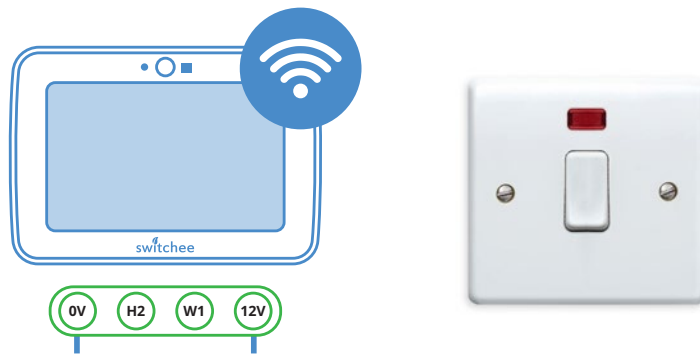
Item 1.1: Switchee thermostat with wireless communication and 240v mains (AC adaptor) power from plug socket

The wireless thermostat has no cables between itself and the boiler receiver unit (BRU) as it communicates wirelessly and is plugged into a plug socket via an AC Adaptor. Turn **OFF** at the plug socket to perform a system reset of the thermostat.



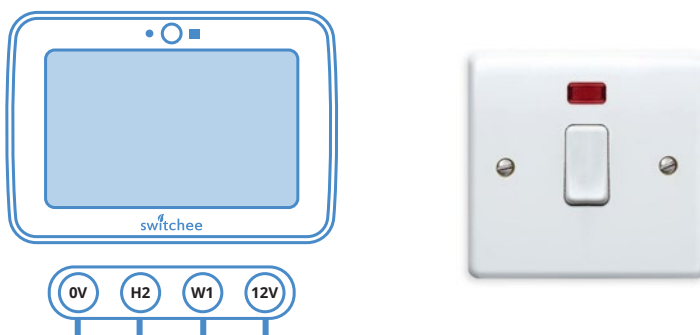
Item 1.2: Switchee thermostat with wireless communication and hard-wired power

The thermostat is wired into the boiler receiver unit (BRU) for power but communications between the two are wireless. Turn **OFF** the boiler isolator switch near the boiler or in the airing cupboard to hard reset.



Item 1.3: Switchee thermostat hard-wired for communication & power

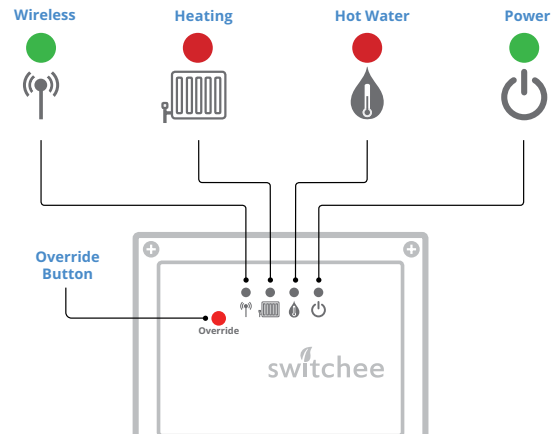
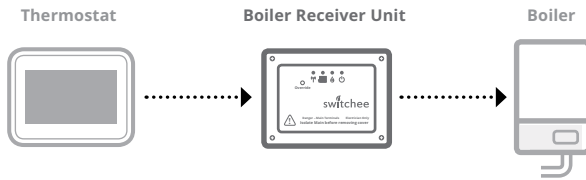
The thermostat is fully wired into the boiler receiver unit (BRU) for power (0V and 12V terminals), one to call for heat (H2 terminal) and one to call for hot water (W1 terminal). Turn **OFF** the boiler isolator switch near the boiler or in the airing cupboard to hard reset.



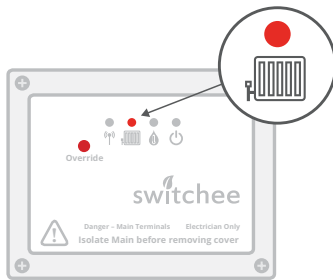
Item 2: The Switchee boiler receiver unit (BRU)

The boiler receiver unit (BRU) is a grey panel box with four LED lights, four symbols and Switchee written upon it. It is normally located near the boiler or in the airing cupboard.

The **Switchee Boiler Receiver Unit** passes on heating/hot water commands from the **Switchee thermostat** to the boiler. It is connected to the boiler and is usually located near the boiler or hot water tank.



i) For Heating:



Boiler Receiver Unit (BRU)

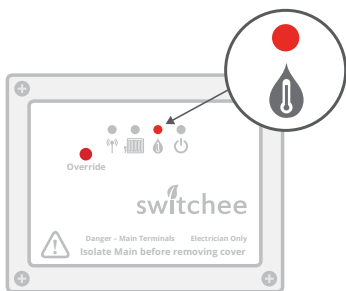


Heating is OFF



Heating is ON

ii) For Hot Water:



Boiler Receiver Unit (BRU)



Hot Water is OFF



Hot Water is ON

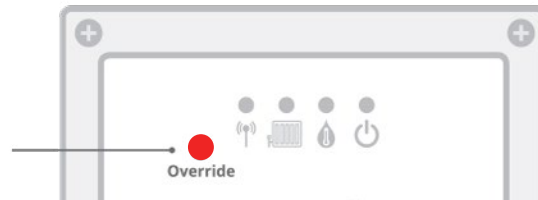
Item 2.1: The override button the boiler receiver unit (BRU)

Should the Switchee thermostat become unresponsive, there is the back-up of turning the heating (and if applicable hot water) **ON** / **OFF** by pressing the **red** override button on the boiler receiver unit (BRU).

To turn **ON** the heating, press the **red** override button until there is a flash of **red** and **orange** light above the radiator symbol. The heating is then in 'override mode'.

To turn **ON** the hot water, press the **red** override button until there is a flash of **red** and **orange** light above the hot water symbol. The hot water is then in 'override mode'.

To turn **OFF** the heating and hot water, push the **red** override button until there are no lights above the radiator or hot water symbols. The heating and hot water will then be **OFF**.



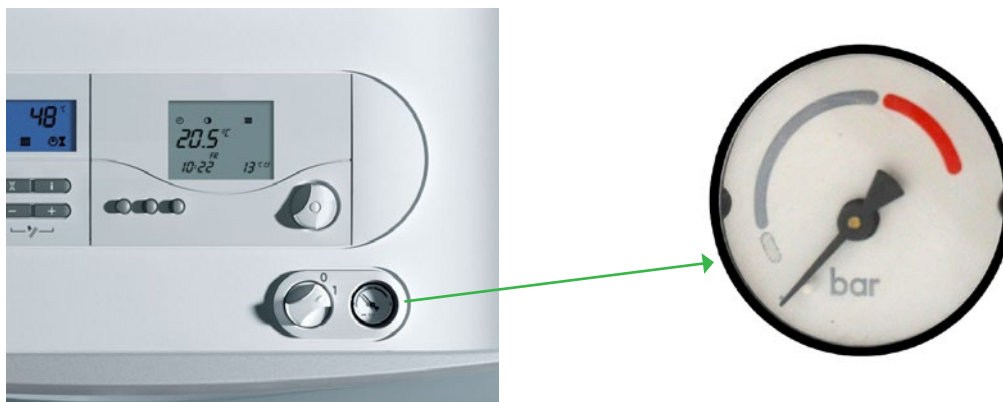
Item 3: The Boiler

Boilers will vary in appearance in residential homes but are likely to look similar to the below.



Item 3.1: Pressure gauges on the boiler

Issues with the heating or the hot water not being hot enough could stem from the boiler itself suffering from low water pressure. This would be visible on the dials below .



Item 3.2: Error codes on the boiler

Errors such as an F1 code on an Ideal Logic boiler or an F22/F75 code on a Vaillant boiler mean that repair teams are needed to reset the boiler's pumps. For example:



Item 3.3: Temperature controls on the boiler

These can be used to make the central heating and/or hot water warmer or colder.

The photo shows them both at the highest setting. The dial on the top (☀️) is for hot water and the one below (🔥) is for the heating.

By turning the dials to the left the temperature will reduce and by turning the dials to the right the temperature will increase.



Item 4: The Boiler Isolator Switch

Located near the boiler or in the airing cupboard or on a kitchen top as a cooker switch.

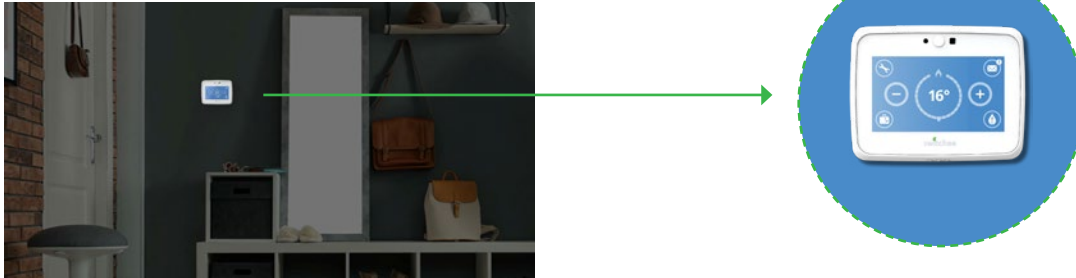
This can be powered **OFF** for a minute and turned back **ON** to reset the heating system and Switchchee.



SWITCHEE'S SETUP IN THE HOME

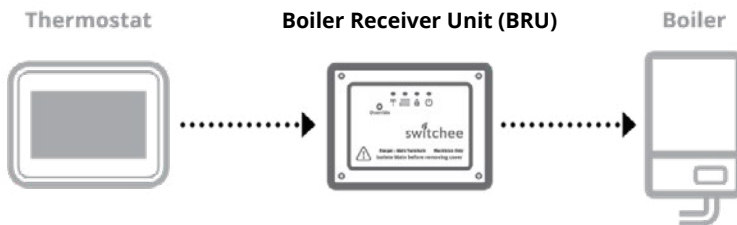
This section demonstrates the common locations of the Switchee equipment in the home and how it passes onto commands to your boiler for heating and hot water control.

1) Switchee Thermostat



The **Switchee Thermostat** is used by the resident to control their heating / hot water. It is normally located in the hallway or living room of the house.

2) Boiler receiver unit (BRU)



The **Switchee Boiler receiver unit (BRU)** passes on heating/hot water commands from the **Switchee thermostat** to the **boiler**. It is connected to the boiler and is usually located near the boiler or hot water tank.

3) The Boiler



SITUATION 1: Heating not working

Section 1:

Ask resident:

Are you able to call for heat on the thermostat by pressing the '+' button on the display until the set temperature (*in the larger text*) is above the current temperature (*in the smaller text*)?

Resident Answers Yes:

See **Section 2**.

Resident Answers No:

See **pages 16-19** for instructions on how to power cycle a Switchee with a frozen, blank or black screen.

Section 2:

Now, with the heating turned **ON** via the thermostat, **ask the resident:**

Has the **red** light come **ON** above the radiator symbol on the boiler receiver unit (BRU)? This is the grey Switchee panel box with four LED lights and symbols on it near their boiler or in the airing cupboard.

Resident Answers Yes:

See **Section 3**.

Resident Answers No:

See **Section 4**.

Section 3:

Switchee is therefore communicating effectively between thermostat and the boiler receiver unit (BRU).

Ask resident:

Is the boiler firing up and are the radiators getting warm?

Resident Answers Yes:

Switchee system now working correctly. No further action required.

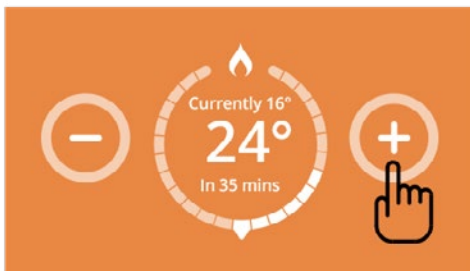
Resident Answers No:

See **Section 5**.

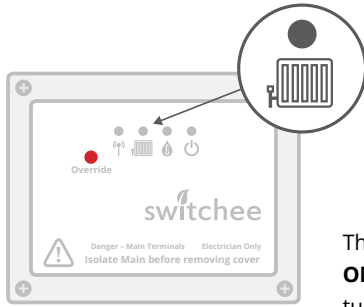
Section 4:

With no **red** light showing above the radiator symbol on the boiler receiver unit (BRU), this all but confirms that it is a Switchee fault as the thermostat is calling for heating but the boiler receiver unit (BRU) is not receiving the command.

This is what the thermostat and boiler receiver unit (BRU) would look like in this case:



Resident has temperature turned up on the thermostat to turn **ON** the heating.



Boiler Receiver Unit (BRU)



Heating is OFF

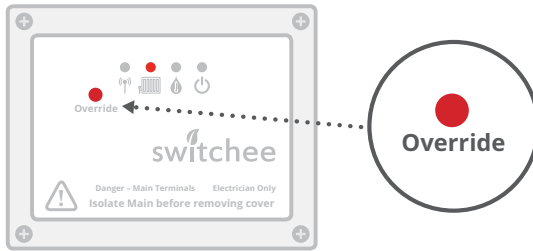


Heating is ON

The receiver unit near the boiler is not getting the command to turn the heating **ON**. The light above the radiator symbol will be **OFF** and not **red**. It is therefore not turning the heating **ON**. This is a connectivity issue between the Switchchee thermostat and the Switchchee's boiler receiver unit (BRU) near the boiler or in the airing cupboard.

Ask resident:

Can they find the little **red** override button to the left of the symbols and LED lights on the boiler receiver unit (BRU) and use it to turn **ON** the light above the radiator symbol? The light above the radiator symbol will flash **red** and **orange** when the heating is **ON** via the override button.



Boiler Receiver Unit (BRU)

Resident Answers Yes:

See **Section 6**.

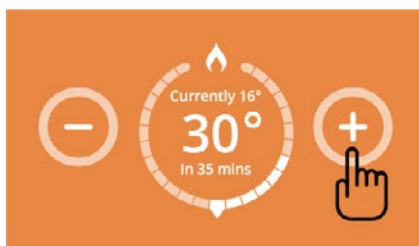
Resident Answers No:

See **Section 7**.

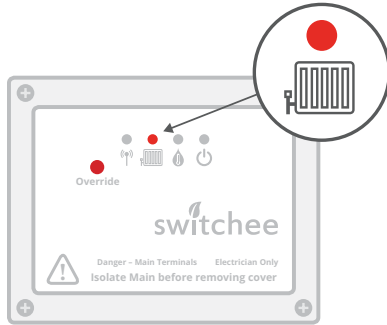
Section 5:

Housing association's heating engineers are needed to check on the boiler as this is an issue with the boiler, rather than with the Switchchee equipment that are communicating and working correctly.

This is what the thermostat and boiler receiver unit (BRU) will look like:



Heating is being called for on the Switchchee thermostat.



Boiler Receiver Unit (BRU)

The boiler receiving unit is showing a **red** light above the radiator symbol meaning the heating is called for by both pieces of Switchee equipment, but the boiler is not responding. The issue therefore lies with the boiler.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

Section 6:

The pushing of the little **red** override button on the boiler receiver unit (BRU) will provide backup heating to the resident when there is a problem of connectivity between it and the thermostat.

Explain to the resident that the heating will remain **ON** until that override button is pressed again to turn **OFF** the **red** and **orange** light flashing above the radiator symbol on the boiler receiver unit (BRU).

There is still a need for Switchee to be notified at **0800 133 7957** about a repairs visit to see why the thermostat is not communicating with the boiler receiver unit (BRU).

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

Section 7:

If you are here, the resident either cannot find this override button to control their heating or the override button is not working to turn their boiler and heating **ON**.

Urgent attention is needed as the resident doesn't have access to heating and it could be a boiler receiver unit (BRU) wiring issue. Organise engineer visit to them immediately and ask the resident to call Switchee at **0800 133 7957**.

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

SITUATION 2: Hot water not working

Section 1:

Ask resident:

Are they able to select the hot water symbol on the Switchchee and get confirmation that the hot water is **ON** on their screen? It is the bottom right icon on the thermostat's display.

Resident Answers Yes:

See **Section 2**.

Resident Answers No:

See **pages 16-19** for instructions on how to power cycle a Switchchee with a frozen, blank or black screen.

Section 2:

Now, with the hot water turned **ON** via the thermostat, **ask the resident:**

Does the light above the hot water symbol on the boiler receiver unit (BRU) turn **red** once the hot water has been called for from the Switchchee thermostat? The boiler receiver unit (BRU) is the grey Switchchee panel box with four LED lights and four symbols above them. This is located near the resident's boiler or in their airing cupboard.

Resident Answers Yes:

See **Section 3**.

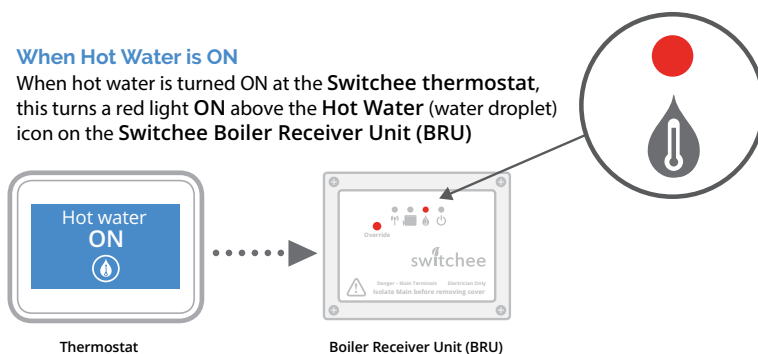
Resident Answers No:

See **Section 4**.

Section 3:

Switchchee is therefore communicating effectively between the thermostat and the boiler receiver unit (BRU).

This is what the thermostat and boiler receiver unit (BRU) would look like in this case:



Ask resident:

When you turn **ON** the hot water tap, does the water gradually get warm?

Resident Answers Yes:

Switchchee system now working correctly. No further action required.

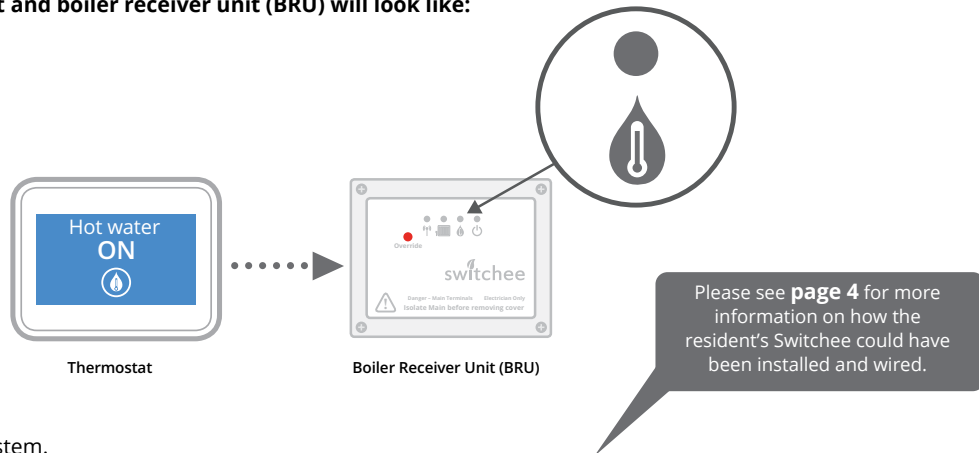
Resident Answers No:

See **Section 5**.

Section 4:

This indicates an issue with the Switchchee as the boiler receiver unit (BRU) is not responding to the hot water being called for on the thermostat.

What the thermostat and boiler receiver unit (BRU) will look like:



Ask the resident to:

Reset the Switchchee system.

If it is a thermostat powered by an AC adapter into a mains socket below it, turn **OFF** the Switchchee at the socket and also the boiler via the boiler isolator switch. Please see **Item 4 on page 7** for more information on finding the resident's boiler isolator switch. Leave them both **OFF** for a minute before turning both back **ON**.

Alternatively, if the thermostat is hard-wired into the wall for power, turn **OFF** the boiler isolator switch near the boiler to power **OFF** the heating system for a minute. Observe both the boiler receiver unit (BRU) and thermostat are **OFF** before turning it back **ON** to restore both sets of equipment. Please see **Item 4 on page 7** for more information on finding the resident's boiler isolator switch.

After resetting the Switchchee and re-turning **ON** the hot water on the thermostat, does the **red** light come on above the hot water symbol on the Switchchee's boiler receiver unit (BRU)? And if so, is the hot water now working?

Resident Answers Yes:

Switchchee system now working correctly. No further action required.

Resident Answers No:

See **Section 6**.

Section 5:

If the hot water is not coming **ON**, but the thermostat and boiler receiver unit (BRU) are communicating, then there is likely a problem with the boiler or hot water cylinder. The Housing Association will need to organise an engineer to go out and check the health of both of these.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

Section 6:

Ask resident:

Call Switchchee at **0800 133 7957** as we will need to get a better idea of why the Switchchee thermostat and boiler receiver unit (BRU) have lost connection to each other.

In the meantime, inform the resident that they can use the **red** override button on the boiler receiver unit (BRU) near the boiler or in the airing cupboard to put their hot water **ON**. After pushing the override button, the light above the hot water symbol on the boiler receiver unit (BRU) will flash **red** and **orange** when the hot water is **ON**. Please see **Item 2.1, page 6** for more instructions on using the override button on the boiler receiver unit (BRU).

ACTION REQUIRED = Ask resident to call Switchchee at the above number or call Switchchee on behalf of the resident if they are unable to.

SITUATION 3: Hot water not reaching desired temperature

Section 1:

Ask resident:

Can you press the hot water button on the thermostat and does that lead to a **red** light coming **ON** above the hot water symbol on the Switchee boiler receiver unit (BRU)? The boiler receiver unit (BRU) is the grey Switchee panel box with four LED lights and four symbols above them located near the resident's boiler or in their airing cupboard.

Resident Answers Yes:

See **Section 2**.

Resident Answers No:

See **Section 4, Page 13** on how to reset the Switchee system when there are connectivity issues between the thermostat and boiler receiver unit (BRU). Call Switchee on **0800 133 7957** for further assistance.

Section 2:

Ask resident:

Since they have been experiencing this problem, have they ever set up a timer on their Switchee or asked Switchee to set one up for them?

Resident Answers Yes:

See **Section 3**.

Resident Answers No:

See **Section 4**.

Section 3:

Ask resident:

Contact Switchee at **0800 133 7957** and we will adjust their timer if required.

It is likely that their current timer is not **ON** long enough to get the water to a high enough temperature for the resident at their chosen times of day.

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

Section 4:

Ask resident:

Are there any error codes on the boiler which signal low water pressure? Examples of these low water pressure codes include **F1, F2, F22** or even **00**.

Resident Answers Yes:

See **Section 6**.

Resident Answers No:

See **Section 5**.

Section 5:

Ask resident:

Are there separate temperature controllers on the boiler that manage the hot water temperature which may need to be turned up by the resident? Is the resident able to adjust these? Please see **Item 3.3 on page 7** for more information on finding a boiler's temperature controllers.

Resident Answers Yes:

This works to successfully improve the temperature of the hot water in the property.
Resident problem solved. No further action required.

Resident says there are controllers but they are not wanting to / are able to use them:

See **Section 7**.

Section 6:

Housing association will need to organise repairs team to visit if the resident finds these error codes on their boiler.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

Section 7:

If the resident is unable to assist in the troubleshooting above, such as the adjusting of the boiler's temperature dials, please organise a repairs team to visit and assist in the increasing of their hot water temperature.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

SITUATION 4.1: Frozen screen on Switchee with 240v mains (AC adapter) power

Please see Item 1.1 on page 4 for more help on identifying this wiring scenario of Switchee.

Section 1:

Ask resident:

If the Switchee thermostat is powered by plastic-coated wires down to a power socket/mains below the screen, please switch it **OFF** at the plug and leave it **OFF** for a minute. After a minute, turn it back **ON** to restore power to the Switchee.

DONE > Go to Section 2.

Section 2:

Ask resident:

Test the unit by trying to turn the temperature up on the thermostat by pressing the “+” sign on the display screen until it reaches 30°C. Are they able to do this?

Resident Answers Yes:
See **Section 3.**

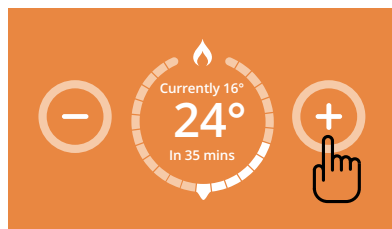
Resident Answers No:
See **Section 4.**

Section 3:

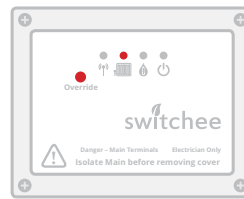
Ask resident:

Can they locate the Switchee’s boiler receiver unit (BRU) to identify if the **red** light is illuminated above the radiator symbol to indicate that the heating has been told to come **ON**? The boiler receiver unit (BRU) is the grey Switchee panel box with four LED lights and four symbols above them located near the resident’s boiler or in their airing cupboard.

What the thermostat and boiler receiver unit (BRU) will look like:



Heating is called for on thermostat’s display



Boiler Receiver Unit (BRU)



Heating is OFF

Heating is ON

Resident says yes, there is a red light above the radiator symbol on the boiler receiver unit (BRU):
See **Section 5.**

Resident says no, there is no red light above the radiator symbol on the boiler receiver unit (BRU):
See **Section 4, page 13** on how to reset the Switchee system when there are connectivity issues between the thermostat and boiler receiver unit (BRU). Call Switchee on **0800 133 7957** for further assistance.

Section 4:

If the resident says the screen does not turn **ON** again or they are unable to change the temperature on the thermostat, **ask the resident to:**

Call Switchchee at **0800 133 7957** and to use the **red** override button on the boiler receiver unit (BRU) for heating and hot water control in the meantime.

To explain to the resident how to use the **red** override button on the boiler receiver unit (BRU), go to **Section 6**.

Section 5:

Ask the resident:

Is the boiler coming **ON** and firing up with the Switchchee now correctly calling for the heating to come **ON**?

Resident Answers Yes:

Switchchee system now working correctly. No further action required.

Resident Answers No:

See **Section 8**.

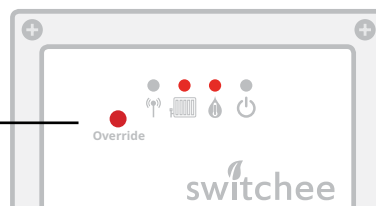
Section 6:

If they are in urgent need of their heating / hot water, advise them to use the **red** override button on the boiler receiver unit. This is located in the airing cupboard or near the boiler.

If this **red** override button being pushed can bring **ON** the flash of the **red** and **orange** light above the radiator and hot water symbols, the boiler should fire and bring **ON** their heating / hot water.

Override Button

Should the Switchchee thermostat become unresponsive, there is the back-up of turning the heating (and if applicable hot water) **ON/OFF** by pressing this button the appropriate number of times



Resident is able to do this and it works:

See **Section 7**.

Override button does not work:

Book housing association or council's repairs team to visit the property as resident has no access to heating / hot water. Please then notify Switchchee at **0800 133 7957**.

Section 7:

Explain to the resident that the heating and / or hot water will remain **ON** until that **red** override button is pressed again to turn **OFF** the flashing of **red** and **orange** light above the respective radiator or hot water symbols on the boiler receiver unit (BRU).

Ask the resident to:

Call Switchchee at **0800 133 7957** as we will need to either swap the faulty thermostat or try other troubleshooting techniques with the resident.

ACTION REQUIRED = Ask resident to call Switchchee at the above number or call Switchchee on behalf of the resident if they are unable to.

Section 8:

Housing association's heating engineers are needed to check on the boiler as this is an issue with the boiler, rather than with the Switchchee equipment that are communicating and working correctly.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

SITUATION 4.2: Frozen screen on Switchee hard-wired in for power

Please see Item 1.2 & 1.3 on page 4 for more help on identifying this wiring scenario of Switchee.

Section 1:

Ask resident:

To locate the boiler isolator switch. This looks like a normal light switch and will sometimes have “Heating” or “Boiler” written above it. This switch is most likely located around the Switchee’s boiler receiver unit (BRU), which is the grey panel box with four LED lights and four symbols above them. This can be located near the resident’s boiler or in the airing cupboard. If the boiler isolator switch cannot be found near the boiler or in the airing cupboard, it can sometimes be located near the resident’s hot water tank if they have one.

Once found, the boiler isolator switch needs to be turned **OFF** and left **OFF** for a minute before being turned back **ON** again to reset the system.



Resident is able to do this:

See **Section 2**.

Resident is not able to do this:

See **Section 3**.

Section 2:

Ask resident:

Does the thermostat come back **ON**? Are they able to now turn up the temperature on the thermostat? Consequently, after a couple of minutes, does the **red** light above the radiator symbol on the boiler receiver unit (BRU) come **ON** too?

Resident Answers Yes:

See **Section 4**.

Resident Answers No:

See **Section 5**.

Section 3:

If the resident is unable to find the boiler isolator switch, the housing association or council will need to organise a repair team’s visit to the property. This to assist the resident with power cycling their Switchee which could resolve the problem with its screen.

Please advise the visiting engineer to call Switchee at **0800 133 7957** if power cycling the boiler does not resolve the thermostat’s screen issue.

ACTION REQUIRED = Book housing association or council’s repairs team to visit property.

Section 4:

Ask resident:

With the Switchee equipment asking the heating to come **ON**, is the heating coming **ON**?

Resident says Yes:

Switchee system is now working correctly. No further action required.

Resident says No:

See **Section 6**.

Section 5:

If these steps don't work to fix the thermostat for the resident's use, **ask the resident to:**

Call Switchee at **0800 133 7957**, it is important that we check what firmware version the device is running and update if appropriate. This thermostat may need to be swapped out if the screen remains dysfunctional.

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

Section 6:

Housing association's heating engineers are needed to check on the boiler as this is an issue with the boiler, rather than with the Switchee equipment that are communicating and working correctly.

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

SITUATION 5: Heating coming on without asking

Section 1:

Ask resident:

Have they ever set up a timer on their thermostat or had a timer set up for them by Switchchee?

Resident says Yes:

See **Section 2**.

Resident says No:

See **Section 3**.

Section 2:

Call Switchchee on **0800 133 7957** and we will explore if the heating might be coming **ON** due to a timer set up by the resident with Switchchee.

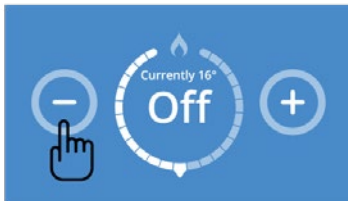
ACTION REQUIRED = Ask resident to call Switchchee at the above number or call Switchchee on behalf of the resident if they are unable to.

Section 3:

Ask resident:

Can they turn the heating **OFF** by turning the temperature down to **OFF** on the Switchchee thermostat?

Turn your heating OFF



Resident says Yes:

See **Section 4**.

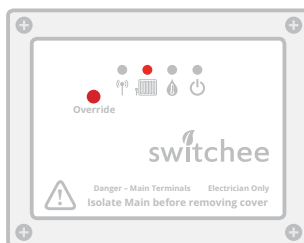
Resident says No:

See **Section 5**.

Section 4:

Ask resident:

Can they go to the Switchchee's boiler receiver unit (BRU), this is the grey panel box with four LED lights and four symbols above them which is located near the resident's boiler or in their airing cupboard? Can they identify if the **red** light is **ON** above the radiator symbol on the boiler receiver unit (BRU)?



Boiler Receiver Unit (BRU)



Heating is OFF



Heating is ON

Resident says the red light is on:

See **Section 6**.

Resident says there is no red light:

See **Section 7**.

Section 5:

If the resident is having trouble with their screen, please see **pages 16 – 19** on how to power cycle and troubleshoot Switchees with this problem.

Section 6:

Ask resident to:

Turn **OFF** the heating by either pressing the **red** override button on the boiler receiver unit (BRU) to remove the **red** light above the radiator symbol or turn **OFF** the boiler using the boiler isolator switch. The boiler isolator switch is located near the boiler or in the airing cupboard. It often has 'Heating' or 'Isolator' written above it and looks like a normal light switch. Please see **Item 4 on page 7** for more information on where to find the resident's boiler isolator switch.



Resident is able to turn heating OFF:

See **Section 11**.

Resident says they are unable to turn the heating OFF themselves:

See **Section 10**.

Section 7:

Ask resident:

Is the heating turning **OFF**?

Resident says Yes:

Switchee working again effectively. No further action required.

Resident says No:

See **Section 8**.

Section 8:

Ask resident:

Are they able to find the boiler isolator switch which looks like a normal light switch and is normally positioned near the boiler or in the airing cupboard? Can they switch this **OFF** and leave it **OFF** for a minute before turning it back **ON**?

Please see **Item 4 on page 7** for more information on finding the resident's boiler isolator switch.

Resident says yes, they have reset their boiler:

See **Section 9**.

Resident says no, they cannot reset their boiler:

See **Section 10**.

Section 9:

Once they have turned the boiler back **ON**, ask the resident:
Is the heating staying **OFF**?

Resident says Yes:

See **Section 11**.

Resident says No:

See **Section 10**.

Section 10:

Organize repairs team to visit resident to either:

- i) Help resident with turning **OFF** their boiler if they cannot turn **OFF** their heating by themselves.
- ii) **OR** to inspect a boiler that is turning **ON** despite the thermostat being set to **OFF** and there being no **red** light above the radiator symbol on the Switchee's boiler receiver unit (BRU).

ACTION REQUIRED = Book housing association or council's repairs team to visit property.

Section 11:

Ask the resident to call Switchee at **0800 133 7957** and we will troubleshoot further to try and find out if their Switchee has a timer set up on it.

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

SITUATION 6: Hot water coming on without asking

Section 1:

Ask resident:

Are you able to turn **ON** and turn **OFF** the hot water icon on the Switchee thermostat?

Resident says Yes:

Go to **Section 2**.

Resident says No:

See **pages 16 – 19** for instructions on how to power cycle a frozen / broken screen.

Section 2:

Ask resident:

Firstly, to turn **OFF** the hot water on the thermostat.

Secondly, ask them to go to the Switchee boiler receiver unit (BRU). This is the grey panel box with four LED lights and four symbols above them that is located near the resident's boiler or in their airing cupboard. Can they identify if the **red** light is **ON** above the hot water symbol on the receiver unit?

Resident says there is a red light:

Go to **Section 3**.

Resident says there is no red light:

Go to **Section 4**.

Section 3:

Ask resident:

Press the **red** override button on the receiver unit to turn **OFF** the **red** light above the hot water symbol, this will turn **OFF** the hot water if it is coming **ON** when it should not be.

Resident says the red light goes OFF:

Go to **Section 5**.

Resident says the red light does not go OFF:

Go to **Section 6**.

Section 4:

Ask resident:

With the hot water turned **OFF** on the thermostat and the **red** light **OFF** above the hot water symbol on the boiler receiver unit (BRU), is the boiler still firing up with the hot water coming **ON**?

Resident says No:

Switchee system is now working correctly. No further action required.

Resident says Yes:

Go to **Section 7**.

Section 5:

Ask resident:

Call Switchee at **0800 133 7957** to discuss the potential timers on the resident's Switchee or connectivity problems between the Switchee thermostat and the boiler receiver unit (BRU).

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.

Section 6:

Ask resident:

Turn **OFF** the boiler via the boiler isolator switch which is located either in the airing cupboard or near the boiler. This turns **OFF** the lights on the Switchee's boiler receiver unit (BRU) and if the thermostat is hard-wired in for power, that will also turn **OFF**. Please see **Item 4 on page 7** for more information on finding the resident's boiler isolator switch.

Leave it **OFF** for a minute before turning it all back **ON**. If problems persist with the hot water coming **ON**, ask the resident to call Switchee at **0800 133 7957**.

ACTION REQUIRED = Ask resident to call Switchee at the above number if the problems persist.

Section 7:

Ask resident:

Call Switchee at **0800 133 7957** to check if they have any timers set up and organise a repair visit to troubleshoot the boiler. This could be a valve issue.

ACTION REQUIRED = Ask resident to call Switchee at the above number or call Switchee on behalf of the resident if they are unable to.


ACTION REQUIRED = Book housing association or council's repairs team to visit property.



 www.switchchee.co/residents

 support@switchchee.co

 Switchchee Ltd, Base KX 103c Camley Street, London N1C 4PF

 0800 133 7957