

# INSTALLATION MANUAL



HELPLINE  
**1 800 937 429**



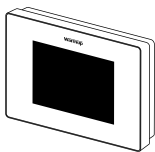
# Contents

Pack Contents .....	3
Mounting/Positioning .....	3
Electrical Connections .....	4
Assembling the 4iE .....	6
Getting Started.....	6
Registration .....	7
Welcome.....	8
Programming.....	9
Energy Monitoring.....	13
Troubleshooting .....	14
WiFi Troubleshooting.....	15
Server Troubleshooting.....	16
Settings .....	17
Technical Specifications.....	18
Warranty .....	19

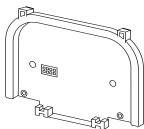
**IMPORTANT INFORMATION:** Installation should only be carried out by a qualified electrician. The 4iE requires a permanent 230V supply via a 30mA RCD protected circuit in accordance with the current regulations.

The 4iE and its power supply should be isolated from the mains supply throughout the installation process. Ensure that wires are fully inserted into the terminals and secured. Any free strands should be trimmed, as they could otherwise cause a short-circuit.

**Electrical installation to be in accordance with latest regulations**



Thermostat Face



Back Plate

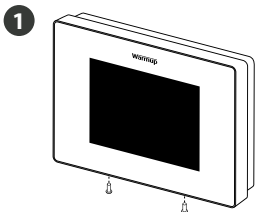


Floor Sensor

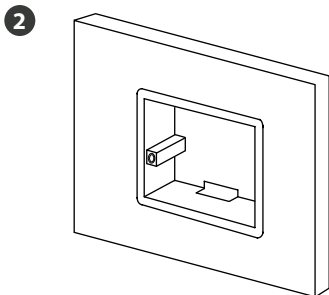
## Mounting/Positioning

Before making any permanent fixtures Warmup recommends identifying your preferred location for the **4iE**. It should be located in an area with good ventilation. It should not be beside a window/door, in direct sunlight or above another heat generating device (e.g. radiator or TV).

Ensure the distance from your router to the 4iE is not too great. This will ensure the wireless connection is not subject to range or interference issues once installed.



Loosen both screws at the bottom of the **4iE** and remove the back plate.



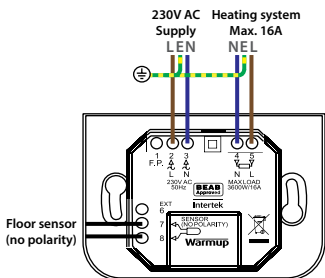
Install a 35mm deep electrical back box in your preferred thermostat location.

# Mounting/Positioning

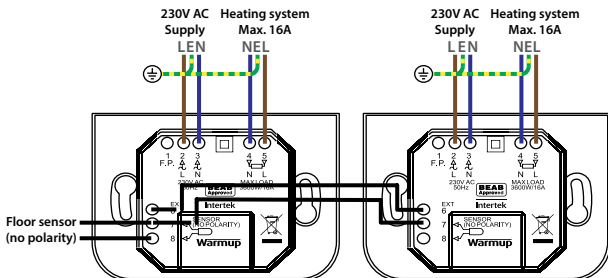
**BATHROOM INSTALLATIONS:** When installing a 4iE within a bathroom it **MUST** be mounted outside of Zone 2 in accordance with the regulations. If it is not possible to identify a suitable location outside of Zone 2 within the bathroom, then it is recommended that the 4iE is installed in the adjacent room and set to control the heating by floor temperature only. When installed in this way, it is not possible to directly control the heating based on the room air temperature, only the floor surface temperature.

## Electrical Connections

### Electric Underfloor Heating



### Master/Relay Function



# Electrical Connections

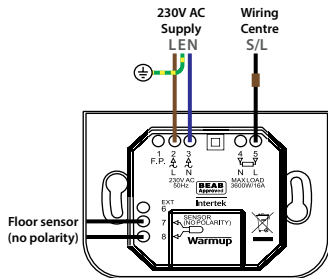
**Master/relay function:** Used to control loads greater than 16A. Heaters will be split across two 4iE's, one being the master and the other being the relay (slave). Only one floor sensor is required, wired into terminals 7 and 8 of the master 4iE.

**Wiring Connections:** Use low voltage electrical cables to link terminals 6 and 7 of the master and relay.

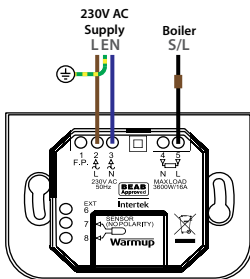
**Thermostat Setup:** Settings > Adv. settings > Heater setting > Ext output

**NOTE:** Program first the relay 4iE

## Hydronic Underfloor Heating



## Central Heating



For extra low voltage or volt-free systems a contactor must be used.

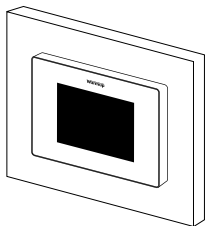
Connecting the 4iE directly to extra low voltage or volt-free boilers may cause damage to the boiler circuit.



**Isolate the thermostat from the mains supply throughout the installation process**

# Assembling the 4iE

## Reattach the 4iE Face

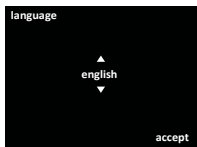


Reattach the 4iE face to the back plate and tighten both screws to secure.

You may now restore power to the thermostat and begin setup.

## Getting Started

Depending on who has installed your 4iE, you will have one of the following screens visible. If you have anything other than the screens below, please press the standby button on the underside of **Thermostat Face**.



### Language

If you have this screen present, the thermostat has not been connected to a WiFi network.

Please follow the on-screen instructions to connect it to WiFi.



### No WiFi

If you have this screen present, the thermostat must be connected to a WiFi network.

> **Settings**  
> **Network**



### No Server

If you have this screen present, the thermostat is connected to a WiFi network and you can continue to device registration.

Registration can be completed via the MyHeating App or by visiting [my.warmup.com](http://my.warmup.com)

## App Download

The **MyHeating** App is available for iOS and Android devices via the App Store or Google Play. If you have not done so already, download the **MyHeating** App to your tablet or smartphone.

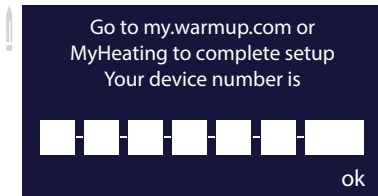
Search 'MyHeating by Warmup'



## Device Number

When first registering and setting up your location on **MyHeating**, you will need the device number of the thermostat. Your installer should have recorded it below, if not it can be found in the thermostat menu:

> **Settings** > **Advanced settings** > **About** > **Info**



## Registration

Once the App has been successfully downloaded and device number recorded you will need to set up your MyWarmup account. The thermostat can be registered via the MyHeating App or by visiting **my.warmup.com**.

Below shows the menu structure to follow, when first registering with the **MyHeating** App or **my.warmup.com**.

## Location

A location needs to be setup before a room can be configured and the 4iE device registered. Creating a location is user friendly and easy to follow, it is advised to have details of your current energy tariff and pricing to hand, as these will be required for the energy monitoring features.

# Registration

## Room

With a location now setup, the next step is to register a room. When creating a new room, the following options are available to select:

Location	(Select the newly setup location)
Room name	(Description, e.g. Upstairs Bathroom)
Room type	(Select the room type e.g. Bathroom)
Floor type	(Select the floor type e.g. Tile/stone)
Device number	(See page 7)
System type	(Select e.g. 'Electric Underfloor')
System power	(Size of heat source e.g.1000W)
Power source	(Energy source e.g. gas/electricity)

## Welcome



\*Floor temperature will not be displayed when the 4iE is set to central heating mode

Once setup is completed the thermostat will display the home screen. If no button is pressed for 1 minute the 4iE screen will dim and go into standby. To wake the 4iE just tap the screen or press the lock icon.

Press the button on the bottom of the device to put the thermostat in/out of standby mode. Hold the button for 3 seconds to turn the heating off.

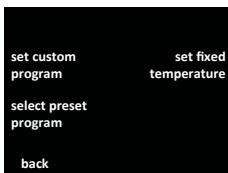
The icons at the bottom of the screen are your WarmApps. These can be set up on [my.warmup.com](http://my.warmup.com) to show things like traffic and weather alerts.



## Custom Program

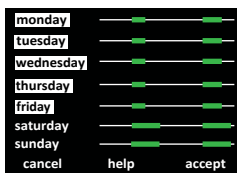
Setting a Custom Program allows you to set comfort temperatures at set times throughout the day.

1



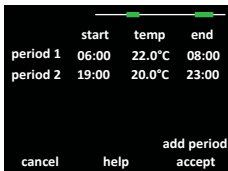
Press menu > Program > Set program > Set custom program

2



Select days of the week you wish to program

3



Select period 1 to begin programming

4



Program the times and target temperatures of your custom schedule and press accept. Repeat for additional periods

**Setback Temperature** - The setback temperature is defaulted to 16°C. To alter the setback Press Menu > Program > Set setback temperature.

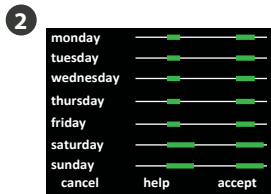
# Programming

## Preset Program

Select a preset program created by Warmup. See the summary of the preset programmes below.



Press menu > Program  
> Set program > Select  
preset program



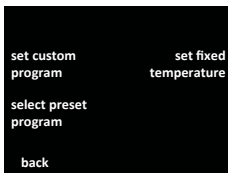
Press accept

	Bathroom		Living Room		Bedroom		Kitchen	
	Time	Temp.	Time	Temp.	Time	Temp.	Time	Temp.
<b>Mon-Fri</b>	06:00	22°C			06:00	21°C	06:00	21°C
	08:00	16°C			08:00	16°C	08:00	16°C
	19:00	20°C	18:00	23°C	20:00	20°C	18:00	21°C
	23:00	16°C	21:30	16°C	23:00	16°C	22:00	16°C
<b>Sat-Sun</b>	07:00	22°C			06:00	21°C	07:00	21°C
	11:00	16°C			08:00	16°C	11:00	16°C
	18:00	20°C	08:00	21°C	20:00	20°C	18:00	21°C
	23:00	16°C	21:30	16°C	23:00	16°C	22:00	16°C

## Fixed Temperature

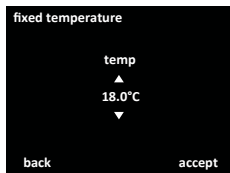
Set a fixed temperature for the thermostat to reach and maintain until you revert back to program mode or switch the heating off.

1



Press menu > Program > Set program > Set fixed temperature

2



Set the target temperature and press accept

## Temporary Override

Set a temperature you would like the thermostat to reach and the length of time you want this override to last.

1



Press the temperature in the middle of the home screen.

Alternatively press menu > Temperature > Override.

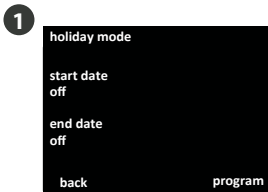
2



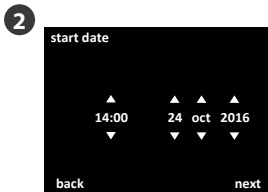
Set the target temperature, duration of override and press accept.

## Holiday Mode

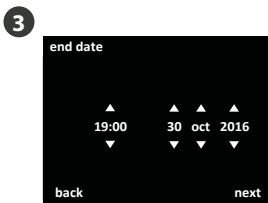
Holiday Mode allows you to override your schedule with a lower fixed temperature over a set time to save energy.



Press menu > Program > Holiday mode > Program



Set the holiday start time and date and press next



Set the holiday end time and date and press next



Set the holiday target temperature and press accept

## Frost Protect

Select Frost Protect to set your heating to a constant 7°C to protect your home from frost. Press menu > Temperature > Frost protection.

## MyHeating App and MyWarmup Portal

You can also program your 4iE with your tablet or smartphone using the MyHeating App or by visiting [my.warmup.com](http://my.warmup.com).

# Energy Monitoring

The 4iE learns how you use your system and how your house reacts to the heating and weather. It can give you an estimate of your energy usage and the running cost of your system.

On initial set up, you will have entered the power (wattage) of your system and the cost per kilowatt hour charged by your energy provider. The 4iE will use this information to calculate the running cost of your system.

When you've set up the Energy Monitor you can view the estimated usage or cost over a selected time period. If you have a standard/low energy tariff, the amount and cost of energy used during the standard period will be displayed in dark green and the amount used in the low period will be displayed in light green.



# Troubleshooting

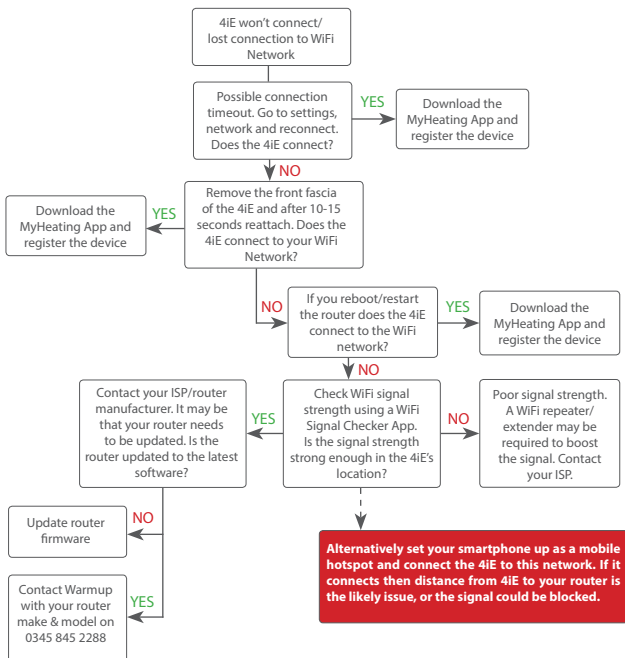
<b>Display is blank</b>	<ul style="list-style-type: none"><li>• Check that the display/standby brightness is not on the lowest settings '0'.</li><li>• <b>(Electrician required)</b> Electrician required to verify power is going to the 4iE and that it is correctly wired.</li></ul>
<b>"er1" or "er2" is displayed</b>	<p><b>(Electrician Required)</b> Electrician required to verify that the floor sensor has been wired correctly. If it is correctly wired the electrician will need to check the resistance of the floor sensor using a multi meter. For temperatures between 20°C and 30°C the resistance of the floor sensor should measure between 8K ohms and 12K ohms.</p> <p>If the electrician finds a fault, and the 4iE is in the room to be heated then it can be set into "Air Mode".</p>
<b>Heating is coming on earlier than the pre-programmed times</b>	<p>The 4iE "Early Start" function is on. This means that the heating will come on early to achieve the set temperature at the set time.</p>
<b>I cannot to set above a certain temperature</b>	<p>Delicate floor coverings need to have their temperatures limited. If the finished floor is set for wood, laminate, vinyl etc. you are unable to set the temperature above 27°C.</p>

# WiFi troubleshooting

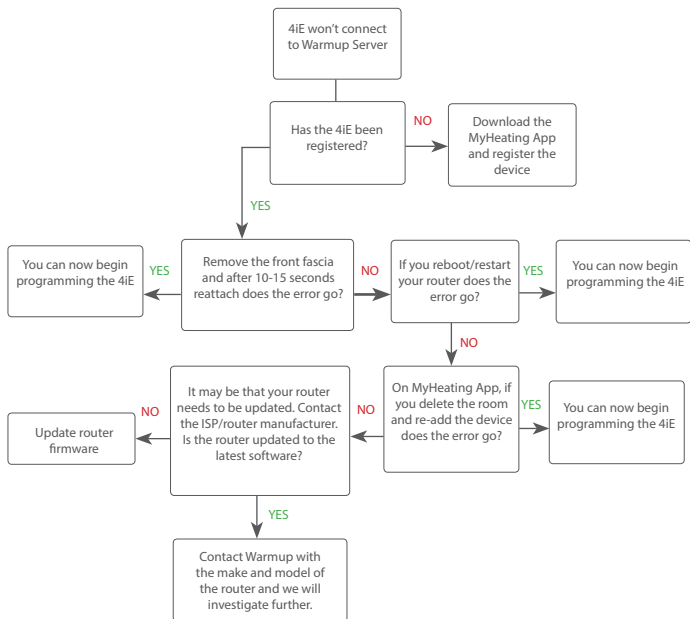
Before following the troubleshooting guide below please check the following:

1. SSID is less than 11 characters
2. Password is less than 10 characters
3. The password is WPA2 protected
4. The router is set to a 2.4 GHz band (802.11 b, g, n, b/g mixed, b/g/n mixed)

**NOTE:** If you need to change any of the items listed above, please contact your ISP.



# Server troubleshooting





## Time

Set time	manually set time
Set date	manually set date
Daylight savings	set daylight savings (europe/n.america/australia/off)

## Heating preference

Temperature format	celsius/fahrenheit
Control air/floor	use air or floor sensor as heating target
Early Start	starts heating early so it's up to temperature at the right time

## Display/Audio

Background	change the background screen (upload your own via MyHeating App or by visiting <a href="http://my.warmup.com">my.warmup.com</a> )
Home screen style	choose a theme for the main screen
Display brightness	change the screen brightness for normal use and standby
Lock	set a lock code
Audio	Feedback turn the 'click' sound on/off

## Network

Choose a WiFi network

## Advanced Settings

### Heater Settings

Heating Limits	set the temperature limits for your floor type. User Defined lets you set custom limits.
Regulator	controls the heating in 10 minute cycles. The number you enter is the number of minutes in a 10 minute cycle that the heating will be on
Fil Pilote	This is a feature specifically for France
Ext Output	This allows one thermostat to control another

**Probes** Set the specification of the probes or set to 'none' to hide the probe on the homescreen

**Probe application** Choose if the floor probe is being used as a Floor or Amb (ambient) sensor

**Offset** Set the offset of the sensors to improve accuracy

**Reset** This will restore all the factory default settings

## Technical Specifications

Dimensions (Assembled with 4iE face)	90 x 120 x 18mm
Screen size	3.5in
IP Rating	IP33
Sensors	Air and Floor (Ambient)
Sensor Type	NTC10k 3m Long (Can be extended to 50m)
Max. Load	16A (3680W)
Installation Depth	35mm Back Box
Compatibility	Electric, Hydronic Underfloor Heating (up to 16A.) Central Heating Systems (Combi and system boilers with switch live, 230V AC input)
Er-P Class	IV
Warranty	3 Years
Approvals	BEAB

**NOTE:** This product is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC. The Declaration of Conformity may be consulted by visiting:

<http://www.warmupsmart.com/declarations-of-conformity/4ie-declaration-of-conformity/>



Warmup plc warrants this product, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of purchase by the consumer.

If at any time during the warranty period the product is determined to be defective, Warmup shall repair or replace it, at Warmup's option. If the product is defective, please either,

- (i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it, or
- (ii) contact Warmup. Warmup will determine whether the product should be returned, or replaced.

This warranty does not cover removal or re-installation costs, and shall not apply if it is shown by Warmup that the defect or malfunction was caused by failure to follow the instruction manuals, incorrect installation or damage which occurred while the product was in the possession of a consumer.

Warmup's sole responsibility shall be to repair or replace the product within the terms stated above.

WARMUP SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. THIS WARRANTY IS THE ONLY EXPRESS WARRANTY WARMUP MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE THREE-YEAR DURATION OF THIS WARRANTY.

This Warranty does not affect your statutory rights.

# Warmup<sup>®</sup>

The world's **best-selling** floor heating brand™

Warmup plc, United Kingdom  
702 & 704 Tudor Estate  
Abbey Road, London  
NW10 7UW

Warmup Ireland  
Web: [www.warmup.ie](http://www.warmup.ie)  
Email: [ie@warmup.com](mailto:ie@warmup.com)  
Tel: 1 800 937 429

[www.warmup.ie](http://www.warmup.ie)