

Centrica Hive Limited declares that the radio equipment type SLT5 complies with Directive 2014/53/EU. Full declaration text available at: [hivehome.com/compliance](http://hivehome.com/compliance)

Max. radiated power: <10 dBm. Frequency: 2405 - 2480 MHz



# Hive Active Heating

## Wired Thermostat User Guide



To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.



This thermostat is a Class IV temperature control and contributes 2% to seasonal space heating energy efficiency.

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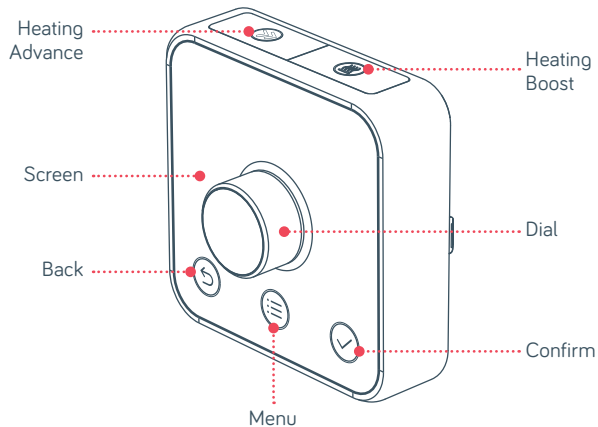


# Welcome to Hive Active Heating

Hive Active Heating is the clever way to control your heating. This guide tells you everything you need to know about your thermostat.

To control your thermostat remotely, you need to link it to your Hive hub and Hive account. Just download the Hive app or visit [hivehome.com/register](https://hivehome.com/register) to get set up.

Download the Hive app:



# Hive Active Heating Safety Instructions



- ① Make sure your Hive Active Heating is installed by a qualified professional in accordance with the Installation Guide supplied (and available at [hivehome.com/support](https://hivehome.com/support)).
- ② When using your Hive Active Heating, always follow this User Guide (also available at [hivehome.com/support](https://hivehome.com/support)).
- ③ Place your thermostat away from direct heat sources like radiators, fireplaces or windows, and out of full sunlight. For optimal performance we recommend keeping the operating temperature between 5°C and 32°C.
- ④ Keep your thermostat away from water and other liquids, as well as humid places like the bathroom or shower. Also remember it's for indoor use only.
- ⑤ If you want to clean your thermostat, a soft dry cloth will do the trick. Don't use solvents or abrasive cleaners.
- ⑥ You can remove your thermostat from its wall plate to change the batteries. (Remember to keep the batteries away from children as they can be a health hazard.)
- ⑦ Don't try to open your thermostat. There are no parts inside that you can service or replace.
- ⑧ If the wire between your thermostat and boiler is damaged or frayed, switch off the power to your boiler (normally a switch at the wall or fuse box) and contact a qualified boiler service engineer.
- ⑨ If your Hive Active Heating isn't working as expected, please see [hivehome.com/support](https://hivehome.com/support) for help.

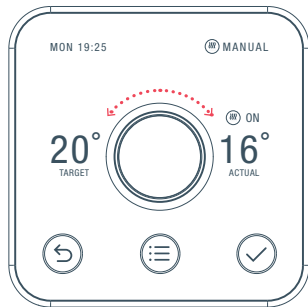
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## Getting started

### How to change the temperature:


- 1 Turn the dial clockwise to increase the target temperature
- 2 Your heating will come on if the target temperature is above the actual temperature (you'll see  when the heating is on)
- 3 Turn the dial anti-clockwise to lower the target temperature
- 4 When  flashes, boiler protection mode has temporarily engaged to stop your boiler being switched on and off too many times within 1 minute



## Heating


### How to change mode:

Your thermostat has 3 different heating modes: **Schedule**, **Manual** and **Off**

- 1 Push the dial to wake up the thermostat
- 2 Once the screen turns on press the **Menu**  button and select **Heat**
- 3 Here you'll see the different modes: **Schedule**, **Manual** and **Off**
- 4 Select one by turning and pushing the dial

**Schedule** turns your heating on and off when you want it to and can be more energy efficient

**Manual** makes sure your home maintains a constant temperature

**Off** leaves your heating in Frost Protection - so your heating will only come on if your home drops below 7°C. You'll see  on the screen to remind you that Frost Protection is enabled.

## Setting up a heating schedule:

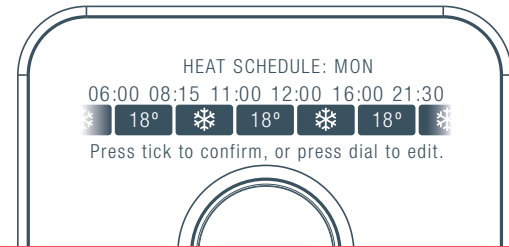
Your thermostat will walk you through setting up your heating schedule step by step.

### To do this:

- 1 Wake up your thermostat by pushing the dial and then press the **Menu** (☰) button
- 2 Turn the dial to select **Heat** and push the dial to confirm
- 3 Select **Schedule** and push the dial to confirm
- 4 Scroll to **Start Over** and push the dial to confirm
- 5 Follow the on screen instructions to create your new schedule




## How to view your heating schedule:

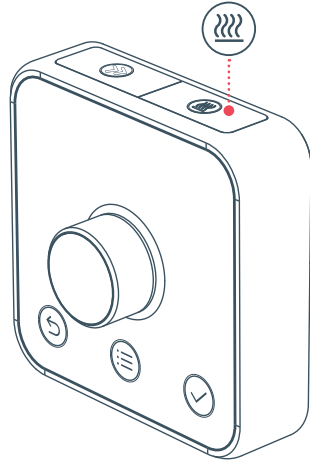
- 1 Push the dial to wake up the thermostat
- 2 Once the screen turns on press the **Menu** (☰) button
- 3 Turn the dial to select **Heat**, then push the dial
- 4 Choose **Schedule** then select **View/Edit Current**
- 5 Turn the dial left or right to browse through the days and to select a day
- 6 You'll now see the schedule for the day you selected



**Hot tip:** To edit the schedule for that day just push the dial.


### How to boost your heating for a short time:

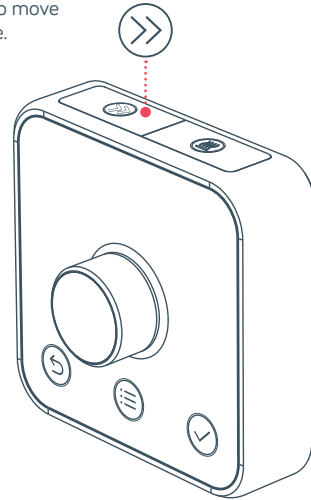
- 1 Press the **Heating Boost**  button on top of the thermostat to turn the heating on
- 2 Press the **Heating Boost**  button again to increase the length of your boost
- 3 Turn the dial to change the boost temperature (it's set to 22°C by default)
- 4 When the boost finishes, your heating will go back to its previous mode
- 5 To cancel boost early, press the **Back**  button



### How to advance your schedule:

When in schedule mode, you can advance to the next event early - for example if you are going out or going to bed early.

- 1 Simply press the **Heating Advance**  button on top of the thermostat to move to the next event in your schedule.
- 2 Your target temperature will change immediately and your thermostat will continue to run your schedule.
- 3 Turn the dial if you want to change the target temperature further



## Child Lock

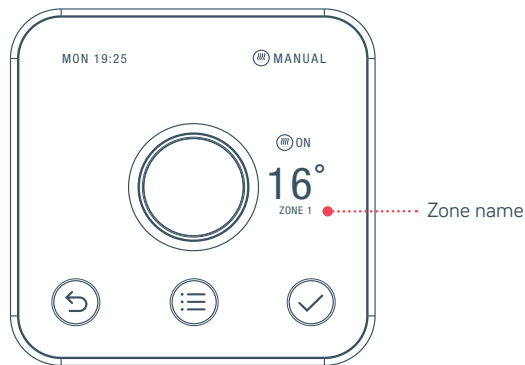
Set a **Child Lock** so little hands can't change the temperature, find it under **Menu** then **Settings**



## Hive Multizone

Multizone lets you control up to three existing plumbed heating zones in your home. Each zone needs its own Hive thermostat.

If you are a Hive Multizone customer, to change the zone name of each thermostat log in to the Hive app or online dashboard and select **Manage Devices**.

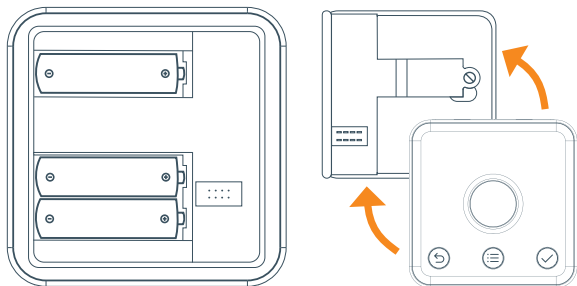


For more information on Hive Multizone, please visit [hivehome.com/support](https://hivehome.com/support)

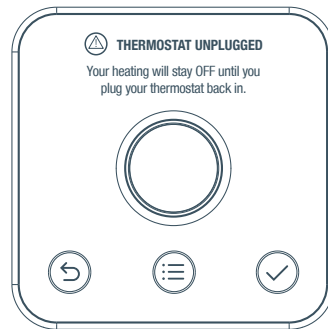
## Troubleshooting

### How to change the batteries:

- ❏ A red battery symbol means your batteries need to be replaced with three new AA batteries.
- ① Pull your thermostat away from the wall to detach it from its backplate, then turn it over to access the batteries
- ② Simply pop the old batteries out and put the new ones in
- ③ Push your thermostat back onto its backplate until it clicks securely into place.



### Thermostat unplugged



If a “thermostat unplugged” message shows – it means that your thermostat has been unplugged from its backplate.

When your thermostat is unplugged it cannot control your boiler. Your heating will immediately switch off and will stay off until your thermostat is plugged back in.

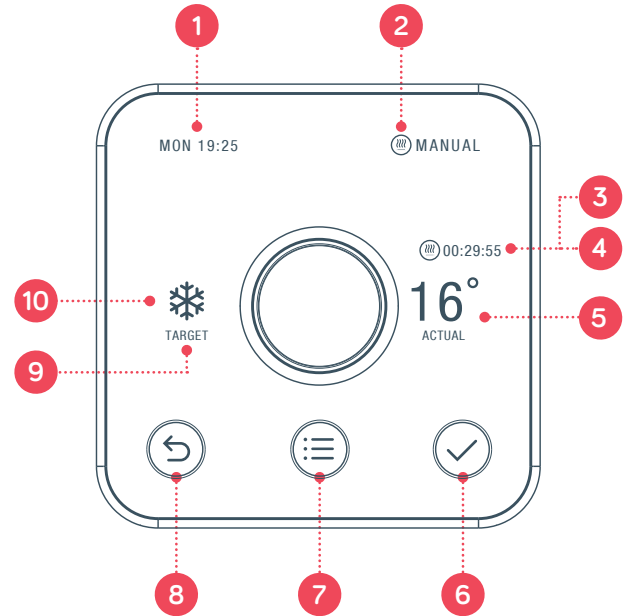
Keep your thermostat plugged in to control your heating with Hive.

For more information visit [hivehome.com/support](https://hivehome.com/support) or get in touch with the Hive team at [help@hivehome.com](mailto:help@hivehome.com)



## Icons you might see on your thermostat

- 1 Current day and time MON 19:25
- 2 Heating mode
- 3 Heating on
- 4 Boost time remaining
- 5 Actual temperature ACTUAL
- 6 Confirm button
- 7 Menu button
- 8 Back button
- 9 Target temperature TARGET
- 10 Frost Protection



## A thermostat for every home

Accessorise your thermostat with our range of frames using colours from the Dulux Feature Wall collection.

You can choose from 11 Dulux colours plus a special wood effect frame.

Visit [hivehome.com](http://hivehome.com) to order your frame



## Can we help?

You can view our handy how-to-use videos along with hints and tips at [hivehome.com/support](http://hivehome.com/support)

If for any reason you need to return your Hive Active Heating, simply return your box and its contents to the retailer. Any return is subject to the retailer's refund policy so please don't forget to check the retailer's refund policy too.