



climote **HUB**

Installation Guide

Special Instructions

This is a mains powered device. Observe safety precautions and isolate from mains before commencing installation.

Video Instructions

Additional video instructions are available from climote on request

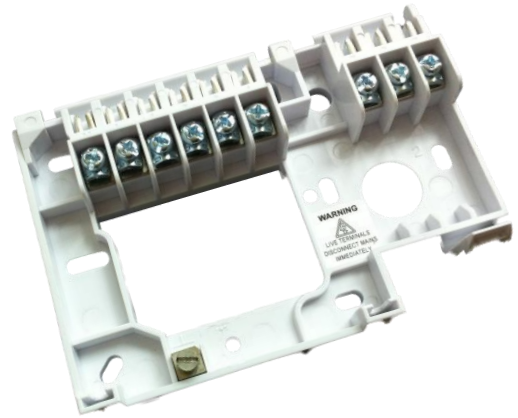
Contents

Page	Details
3-5	Installation, Wiring and Power-up
6	Functional Tests and Commissioning
7	Remote Access Test
8	Diagnostics
9 – 11	Thermostat Options
12 – 14	Customer Training
16	Safety Information

Inside the Box



climote HUB

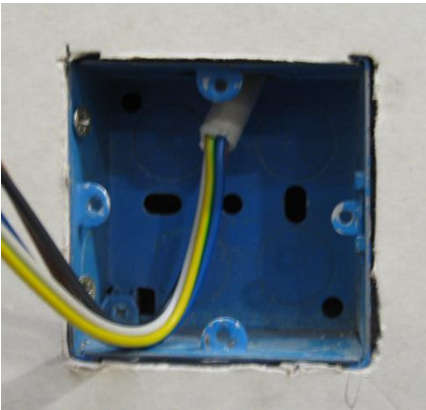


Back-plate

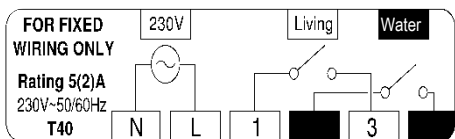
Also included

1. Fixing screws.
2. Quick start guide.
3. Pocket guide.
4. Safety information.

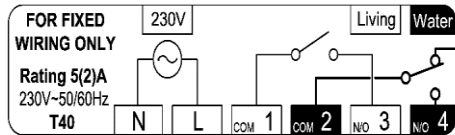
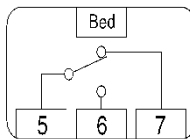
Attach Back-plate to Wall-box (1)



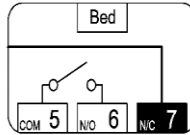
Wire Back-plate (2)



Rev1 and
Rev2 units

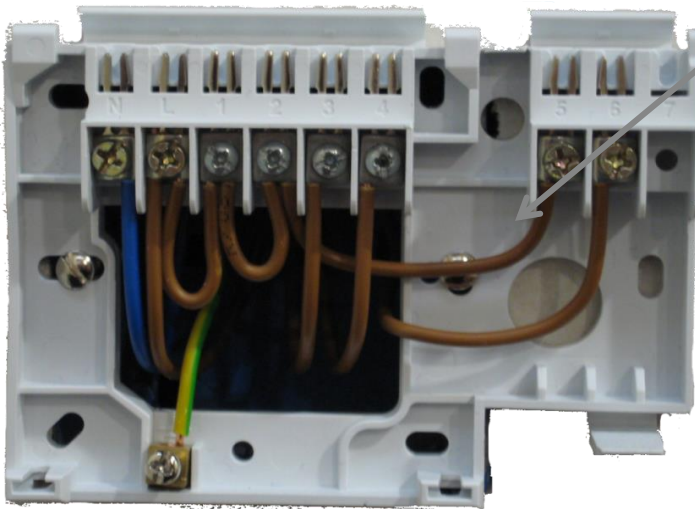


Rev3+
units



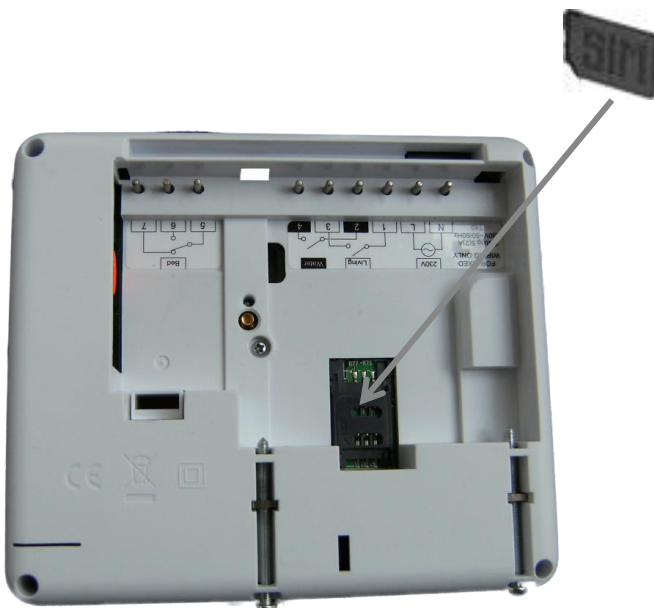
Instructions

1. Check local wiring configuration.
2. Standard 3-zone wiring is illustrated.
3. Ensure warning label is visible.



Note: climote HUB relays are rated at 5(2)A. Ensure suitable over-current protection when connecting mains (L) to pins 1, 2, or 5.

Fit SIM Card (3)



Instructions

1. On rear of unit, slide SIM carrier down to unlock, and hinge upwards.
2. Lightly slide SIM into carrier square side first, so gold contacts face down when closed.
3. Carefully close carrier so angled corner of SIM aligns with angle in SIM holder base and slide carrier back up until it latches home.

Note: climote uses either country SIMs (eg Vodafone, O2) or M2M SIMs. M2M SIMs (see example) use a slightly different test process - see step 8.

Attach Unit to Wall-plate (4)



Attaching the Unit

1. Ensure main body screws are fully loosened.
2. Align unit directly above back-plate.
3. Twist down and engage hinge.
4. Push firmly to close and engage clip.
5. Tighten main body screws.



Removing the Unit

1. Isolate from mains.
2. Unscrew main body screws.
3. Remove scroll wheel.
4. Depress clip in recess and twist base of unit away from wall.

Power-up Unit (5)



Power up Unit

1. Switch on power to the unit.
2. Check scroll-wheel illuminates and unit enters start-up sequence – display shows “Unit initialising” for between 30 and 90 seconds.
3. Unit completes start-up and displays 3 timer dials .

Note: in areas of poor signal quality, unit can take up to 5 minutes to complete its start-up sequence. Refer to Diagnostics (10).

Carry Out Local Checks (6)



Local checks

1. Check unit shows correct time within 1 minute of completing start-up sequence. If time does not update, follow steps for “time” in Diagnostics (10).
2. Press the Menu/Back button. Observe Menu Options are displayed. Choose Settings, Signal Strength. Note signal strength.
3. If signal strength is less than 25% follow steps for “poor signal” in Diagnostics (10).
4. Press Menu/Back 3 times to exit.
5. Press “Boost” button for Living zone. Boost menu is displayed, select Boost for 1 hour. Observe Boost light glows orange and heating is turned on in living zone.
6. Press Living Boost again and select Cancel Boost. Boost light is extinguished and heating is turned off in living zone.
7. Repeat for all active zones.

Commission climote HUB (7)

1. Navigate to Zone Setup

Using the Menu/Back button and Scroll Wheel, select :

1. Menu.
2. Settings.
3. Installer Settings.
4. Commission Device.
5. Zone Setup.



2. Set up Zones

1. Active zones – On or Off. Set One, two or three zones to “On” to match the zone configuration. Turn scroll wheel to change, push to select, then select “Next”.
2. Thermostat Settings (see Thermostat Options) Turn scroll wheel to change, push to select, finally select “Next”.
3. Select Save – this communicates the settings to the climote web service.

Send Test Phone Message (8)



1 - Text to: Device
Mobile Number

Boost Living 1

2 - Observe unit
Living Zone Boost
is on

3 - Receive Text
from:
Device Mobile
Number
Climote Message:

Climote Hub
LIVING(<) 19.8C, ON
BED(<) OFF
WATER(<) OFF

Wed 16:24:36

5 - Observe unit
Living Zone Boost
is off

4 - Text to: Device
Mobile Number

Cancel Living Boost

The Device Mobile Number is the phone number of the SIM in the unit. Ensure the user is aware of their Device Mobile Number and ask them to save it to their phone. To text M2M SIMs (see example) international SMS may need to be enabled on the installer's phone. climote provides an alternative local SMS service – see Customer Training, steps U2, U3.

climote Website Test (9)

1. Connect to the climote user Website

Navigate to

<https://climote.climote.ie/manager/register>

in any common browser¹

2. Complete user registration (see U2)

Register Now

Your Email*

Device Mobile Number*

First Name*

Mobile Contact Number* Ireland (+353) ▼

climote Location* Home ▼

Password

☒ Occasionally we'd like to send a text to your mobile contact number to provide information on your climote service, such as weather alerts, helpful tips and advice. By ticking this box you agree to receive these text messages. Un-check to opt out.

☐ Check this box to confirm you agree to the [climote terms of use](#)

SUBMIT

1. The climote website test registers the user to the climote remote service. Registration can be carried out from the browser on any laptop, tablet or mobile device. However, once the user is registered, access to full functionality requires Adobe Flash to be supported by the device browser.

Climote HUB Diagnostics (10)

Item		Details
1	Start-up	If start-up takes significantly longer than 90 seconds, it is usually a sign of a poor GSM signal or no coverage. The unit will finish its retries after 5 minutes and exit to the “Set Time” display. Set the time manually and complete manual checks, then follow “Poor Signal” actions below.
2	Time	In some GSM connection conditions, unit can exit start-up showing its default time. Press Reset to make one further start-up attempt and if it still fails to get its time, use Menu/Back, Settings option to set the time manually, then follow “Poor Signal” actions below.
3	Poor Signal	If the signal strength shows below 25% (even if start-up completes normally) you may need to fit an external antenna. Check the signal strength and if in doubt, contact climote.
4	Unable to register to Website	If manual SMS works but the Installer Website test rejects the unit, first check the Device Mobile Number and Serial number have been entered correctly. If it still fails, the unit may not have successfully completed its connection to the Website. Press Reset and once the unit dashboard is displayed, try again. If still unsuccessful, contact climote.
5	Thermostat Setting	A common issue during commissioning is that the thermostat may be set too low, preventing the boiler from coming on. When testing the heating (e.g. Boost), ensure that the thermostat set temperature is well above the room temperature . E.g., temporarily set it to 30°.

climote **HUB** Installation Guide Thermostat Options, including climote DEGREE Remote Thermostat



Preparation (T1)

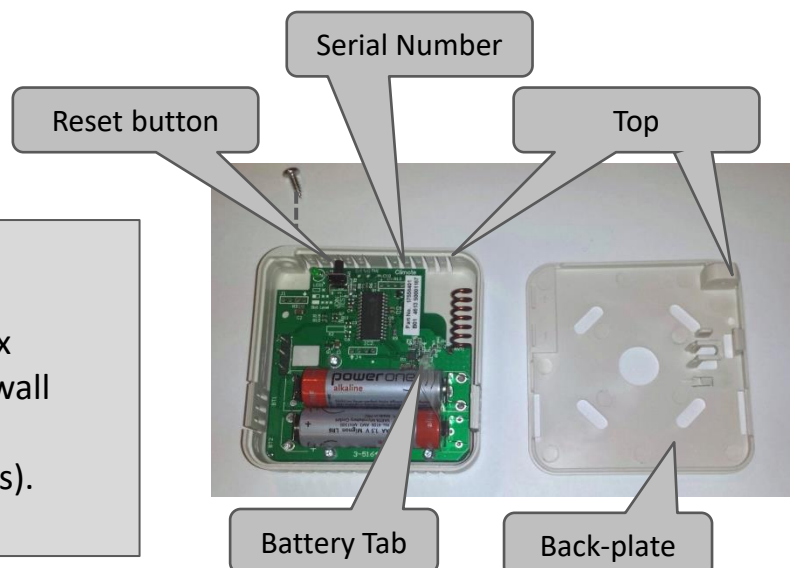


1. Climote HUB

1. Ensure climote HUB is fitted and installed in line with Installation Guide.

2. Climote DEGREE

1. Open climote DEGREE.
2. Select desired location and affix climote DEGREE back-plate to wall (see Location (T3)).
3. Note serial number (last 6 digits).
4. Remove Battery Tab



Commission climote HUB (T2)

1. Navigate to Zone Setup

Using the Menu/Back button and Scroll Wheel, select :

1. Menu.
2. Settings.
3. Installer Settings.
4. Commission Device.
5. Zone Setup.

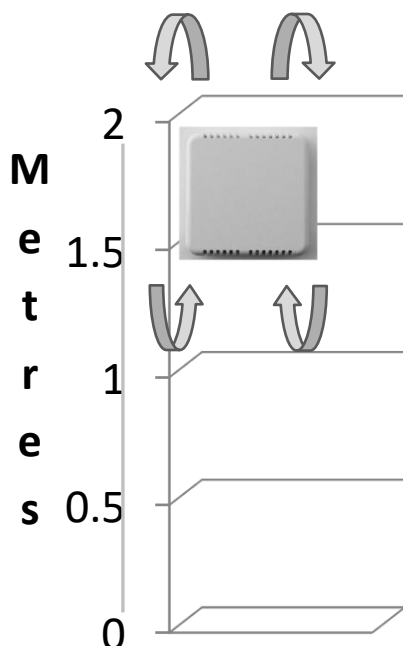


2. Set up Zones and Thermostats

Select :

1. Active zones – On or Off (see Setup (T5))
Turn scroll wheel to change, push to select, select “Next”.
2. Thermostat Settings (see Setup (T5))
Turn scroll wheel to change, push to select “Next”.
3. Select Save – this communicates the settings to climote ONLINE.

Choose location (T3)



Location

1. Approx 1.5 metres above floor height.
2. Ensure free air flow through housing.
3. Mount away from:
 - a. Draughts.
 - b. Direct sunlight.
 - c. Heat sources, eg Radiators, chimneys etc.

Pair climote DEGREE (T4)



1 . Enable Pairing Mode

From the Commission Device menu, select :

1. Add/Edit Wireless devices.
2. From the Add/Edit Wireless Devices menu, choose which Zone to add device to.
3. Select “Search”.
4. Press Scroll Wheel to enter Search Mode.

Reset button



2. Pair climote Degree (see Setup (T5))

1. On climote DEGREE press the Reset button, pairing will commence automatically.
2. Return to the climote HUB and observe progress / confirm completion.
3. Pair additional zones as required.
4. Finally, select “OK” using Scroll Wheel.
5. Keep pressing “Exit” until you reach the climote Dashboard. Zones will display “- - °C” until temperature readings are received (1 – 2 minutes).

Thermostat Setup and Diagnostics (T5)

Item		Details
1	Zone set up	One, two or three zones may be set to “On”. Match the existing zone configuration.
2	Thermostat Settings	<ul style="list-style-type: none">• Options are “Off”, “Rem” or “Int” (Zone 1 only) or “Cyl” (Zone 3 only).• The climote HUB has an internal thermostat which may only be configured for Zone 1 (select “Int”).• Zones 1, 2 and 3 support a remote thermostat (select “Rem”).• Zone 3 supports a cylinder (hot water) thermostat (select “Cyl”).• Leave all zones with no thermostat set to “Off”.
3	Pairing	Thermostats may be paired automatically (see (T4)) or manually. For manual pairing, select “Edit” rather than “Search” and use the Scroll Wheel to match the climote DEGREE serial number that is being paired. Press “OK” when complete.
4	Auto Pairing fails	<p>If the auto pairing fails:</p> <ol style="list-style-type: none">1. Check the climote DEGREE has power and is functioning. Press the Reset button and observe the LED. 2 or 3 flashes show batteries are OK.2. Repeat the auto pairing process in (T4). Check whether the climote HUB is receiving data from the climote DEGREE. If in doubt, try manual pairing.3. Check signal level is greater than 10%. If not, look for an alternative location for climote DEGREE.4. If problems persist, contact climote.



climote **HUB** Installation Customer Training

Basic customer training should be carried out at installation. This guide highlights the fundamental user training elements. Additional video instructions are available at www.climote.com

Unit & Text Demonstration (U1)



1. Explain the basic unit features

1. Zones and Dashboard
2. Boost and Menu/Back Buttons
3. Scroll wheel



2. Boost Demonstration

1. Explain Boost
2. Do example Boost Living
3. Disable Boost

Customer Registration (U2)

1. Ask the customer to navigate to www.climote.ie
2. Select : Control my climote
3. From the climote log-in page choose the option to “please register here”

Register Now

1 - Enter user's email address.

2 - Enter Device Mobile Number.

3 - Enter user's first name

4 - Enter user's personal mobile contact number.¹

5 - Choose location and note SMS gateway number²

6 - Optionally user can add a password.

7 - Press submit to Register.

Fields on form: Your Email*, Device Mobile Number*, First Name*, Mobile Contact Number* (with dropdown for Ireland (+353)), climote Location* (with dropdown for Home), Password.

Options: ☒ Occasionally we'd like to send a text to your mobile contact number to provide information on your climote service, such as weather alerts, helpful tips and advice. By ticking this box you agree to receive these text messages. Un-check to opt out. ☐ Check this box to confirm you agree to the [climote terms of use](#)

SUBMIT

1. Select country code and drop leading zero from customer's mobile phone number
2. Default location is Home. Other will show if Home already selected for another climote device. Phone number is displayed once mobile phone number is entered.

User Text Demonstration (U3)



1. Note Direct Text Number

1. Note the phone number on the SIM (Beginning 447..).
2. Ask the customer to save this as they will use it to log on to their web and app accounts (log on uses 07.... format).
3. Note the local SMS gateway number advised at registration.
4. Ask the customer to save the SMS Gateway number in their mobile.



2. Text Demonstration (Boost)

1. Get customer to add SMS Gateway Number to contacts
2. Show Customer Useful Text Functions card
3. Ask customer to repeat the SMS Boost from installation test, using the SMS Gateway number.

Website Demonstration (U3)

1. After registration, the website displays the climote dashboard
2. Ask the customer to log out and log in again to confirm credentials

The website dashboard features a blue header with navigation links: Home, My Schedule, Settings, Quick Actions, and Help. Below the header, it displays 'School' Schedule Monday. The main content area contains three circular zone dials for 'Living', 'Bed', and 'Water'. Each dial has a temperature indicator (e.g., 21°C for Living) and a boost button. Below the dials, there are buttons for 'BOOST' and 'TIMERS' for each zone. At the bottom, there are 'EDIT' and 'VIEW ALL' buttons. A status bar at the bottom indicates 'STATUS AT 09:09. CLIMATE HUB TIME IS 09:09. REFRESH STATUS'.

1 - Explain dashboard

2 - Explain Status and indicators

3 - Show Boost

4 - Use Edit to set up heating times

5 - Show Timers, Always and Set temp

App Demonstration (U4)

1. Customers can download the climote app from the appropriate app store at any time.
2. After registration, ask the customer to log into the app with their credentials

The mobile app dashboard features a black header with a status bar at the top showing the time (09:08) and battery level (100%). Below the header, it displays 'Dashboard' and 'Status at 9:08'. The main content area contains three circular zone dials for 'BED', 'WATER', and 'LIVING'. Each dial has a temperature indicator (e.g., 21°C for BED) and a boost button. Below the dials, there are buttons for 'BED', 'LIVING', and 'WATER'. At the bottom, there are buttons for 'BOOST' and 'TIMERS' for each zone. A status bar at the bottom indicates 'STATUS AT 09:09. CLIMATE HUB TIME IS 09:09. REFRESH STATUS'.

1 - Explain dashboard, Menu button and status indicators

2 - Show Boost

3 - Press zone dial and show App Edit

Notes

Handwriting practice lines consisting of 20 horizontal dashed lines.

Safety Information

Safety Information – climote HUB

Power Supply	230V AC +/- 10%, 50Hz
Power Consumption	0.7W / 6mA to 5W / 40mA
Model	Climote HUB (TEK648 / TEK648A / TEK648B)
Operating Temperature	0 to 40 degrees C
Zone 1 Relay out	5(2)A
Zone 2 Relay out	5(2)A
Zone 3 Relay out	5(2)A
Unit conforms to	EN 60730-1:2000 & EN 60730-2-7
Electric Shock Protection	Class II. The climote HUB is completely protected by its enclosure
Installation	The unit must be installed by a qualified electrician

Safety Information – climote DEGREE

Power Supply	3V DC (2AA Batteries supplied)
Power Consumption	0.01W / 3mA
Model	Climote DEGREE (TEK676)
Operating Temperature	0 to 40 degrees C
Unit conforms to	EN 60730-1:2000 & EN 60730-2-7 (when used with climote HUB)

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