

Wiser Radiator Thermostat

Wiser Home Device user guide

Information about features and functionality of the device.

05/2025



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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Wiser Radiator Thermostat



CCTFR6100
WV704R0A0902
CCTFR6100Z3



CCTFR6101
WV704R0A0901

For your safety

NOTICE

RISK OF DAMAGE TO DEVICE

Always operate the product in compliance with the specified technical data.

Failure to follow these instructions can result in equipment damage.

About the device

The Wiser Radiator Thermostat (hereinafter referred to as **Thermostat**) uses integrated temperature sensors to control the flow of water through a radiator, thereby regulating the temperature in a room. The target temperature and switching times are set in the Wiser app.

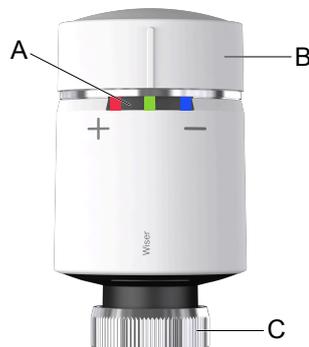
Personalize your home heating by adding a Thermostat to your Wiser system. These provide effortless control to set different schedules and temperatures in different rooms, and upgrading to room-to-room heating control could save 18% on energy usage. The Thermostat provides individual room control with ultimate comfort, convenience, and practicality.

Features of the Thermostat:

- Mobile control anytime, anywhere with the Wiser app
- Works with Amazon Alexa & the Google Assistant
- Full transparency with Insights and the Heat Report
- Smart modes for maximum energy efficiency
- Twist-top boost cap
- Device user interface lock

Diagram of operating elements

- A. Status LEDs
- B. Radiator Thermostat cap
- C. Ring nut (only used with M30 x 1.5 mm valve adapter)



Installing the device

Refer to the installation instruction supplied with this product.

Installation manual links:

- installation instructions (CCTFR6100, CCTFR6101, WV704R0A0902, WV704R0A0901)
- Wiser Radiator Thermostat (CCTFR6100Z3).

Pairing the device with the Wiser hub

Using the Wiser Home app, pair your Thermostat with the **Wiser Hub** to access and control.

To pair the Thermostat:

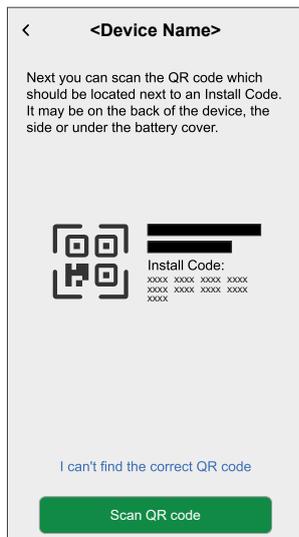
1. On the **Home** screen, tap .
2. Tap **Devices** >  and tap **Climate** > **Radiator Thermostat**.

TIP: You can also navigate by tapping **Control** >  > **Climate** > **Radiator Thermostat**.

TIP: The next screen shows the joining process of the Thermostat.

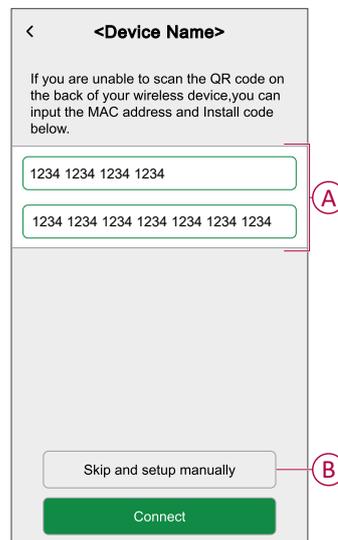
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

NOTE: If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.

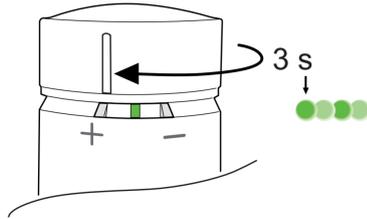


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

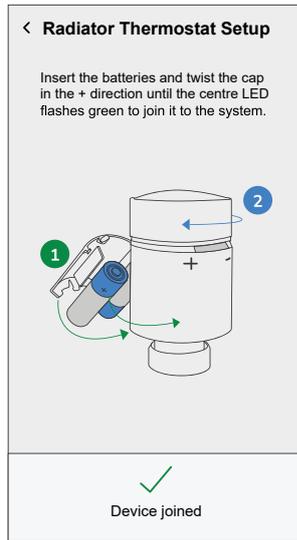
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI-64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI-64 and Install code.



4. Twist and hold the Thermostat cap in the “+” direction.
After 3 seconds, LED flashes green.



In the app, you can see the Thermostat is successfully joined.



5. Tap **Next** to enter Thermostat name and assign to an existing room or a new room.

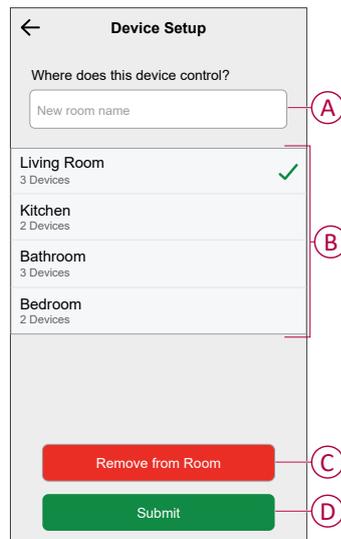
The Thermostat is now listed on the **Control** tab under the **All** and the specific room tabs.

Configuring the device

Setting the device location

Using the Wiser Home app, you can add your device to any room (such as bedroom, living room, dining room etc.).

1. On the **Home** screen, tap .
2. Tap **Devices**, select the device from the list for which you wish to change the location.
3. Tap **Location**  to open setup screen.
4. On the **Device Setup** screen, you can enter **New room name** (A) or select an existing room from the list (B).



TIP: If the device is already assigned, you can remove it from the existing room. Tap **Remove from Room** (C).

5. Once changes are done, tap **Submit** (D).

User interface lock settings

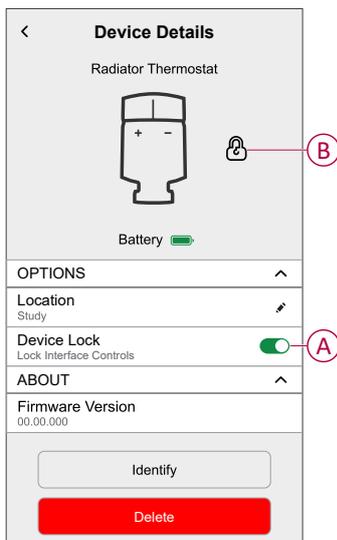
Using the Wiser Home app, you can lock the Thermostat controls (nothing will happen when the Thermostat cap is twisted in either the + or – direction). This prevents children from changing the temperatures in your room by playing with the Thermostat.

To lock or unlock the Thermostat control:

1. On the **Home** screen, tap .

2. Tap **Devices > Radiator Thermostat > Device lock** toggle switch (A) to lock or unlock the Thermostat control.

TIP: When the Thermostat lock is active, a  (B) will appear next to Thermostat.



Identifying the device

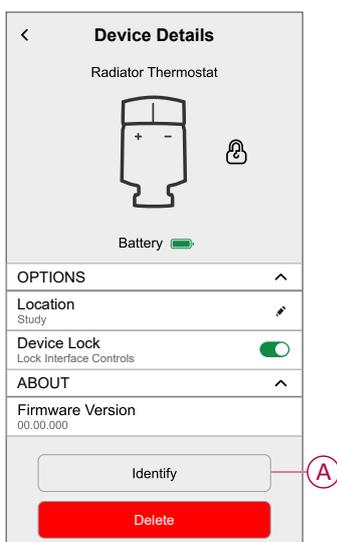
Using the Wiser Home app, you can identify a Thermostat from the other available devices in the room.

To identify the Thermostat:

1. On the **Home** screen, tap .
2. Tap **Devices > Radiator Thermostat > Identify** (A).

NOTE:

- This feature flashes the Thermostat LEDs, so you can identify the actual device. It may take up to a minute to start and flash the Thermostat LED.
- The Thermostat LEDs will continue to flash until you tap **OK**.



Calibrating the device

The Thermostat calibrates the radiator valve, it adjusts the pin position according to the room temperature automatically after 5 minutes when batteries are inserted. It takes only a few seconds to do the calibration. You can hear the motor running sound when the Thermostat starts calibrating.

Using the device

Setting the room temperature manually

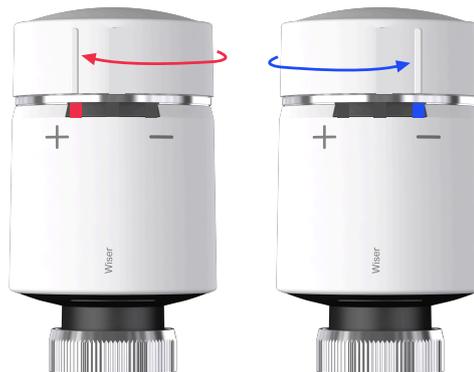
The room temperature can be increased/decreased manually by twisting the cap of the Thermostat.

Twist the Thermostat cap:

- In the “+” direction to increase the temperature. The red LED will light up for 5 seconds.
- In the “-” direction to lower the temperature. The blue LED will light up for 5 seconds.

When the Thermostat cap is twisted, the set-point temperature is increased/ decreased by 2 °C from the current room temperature. The boost is active for 1 hour.

NOTE: If the set-point temperature is already more than 2 °C above or below the room temperature, a boost will not change the set-point temperature.

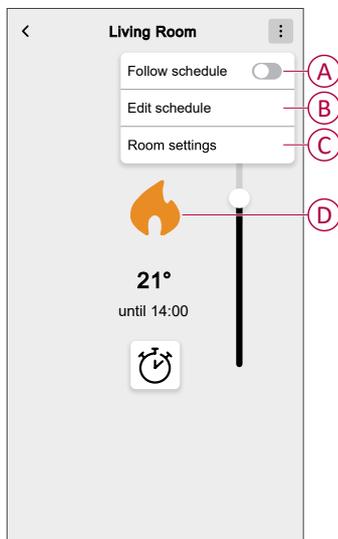


Operating the device using the Wiser Home app

In the Wiser Home app, the device control screen allows to switch ON/OFF the device and control it.

On the **Control** tab, select the thermostat.

The device control screen displays the following options:



A	Tap the toggle switch allow the system to follow a schedule.
B	Tap to redirect you to the Schedule screen, where you can create a schedule.
C	Tap to control various settings from the Device Settings screen.
D	Tap to manually turn the device ON/OFF.

Setting the room temperature using the app

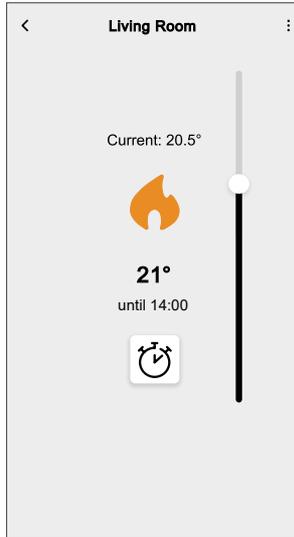
Using the Wiser Home app, you can adjust, set or boost the room temperature.

Precondition: Add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor in the same room where Thermostat is located.

To adjust, set or boost the room temperature:

1. On the **Control** tab, tap **All devices** or a room tab where the Thermostat is located.
 - a. Use the slider control on the right of the screen to adjust the temperature.

NOTE: The flame shows that the room temperature is lower than the desired temperature (set point) and so the heating is ON.



TIP: You can also adjust the room temperature:

- By tapping  or  on the **Control** tab, in the  **Heating** section of the concerned room to adjust its temperature.
- When you add it to your **Favourites**. To know more about **Favourites**, refer to the **Managing Favourites** topic in the respective System User Guide.

NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

- b. Tap  to set the boost time.

IMPORTANT: Once the boost time is set, the set-point temperature automatically increases by 2° C for the set boost time. After the boost time is over, the set-point temperature returns to the current scheduled event or to the previous set-point temperature.

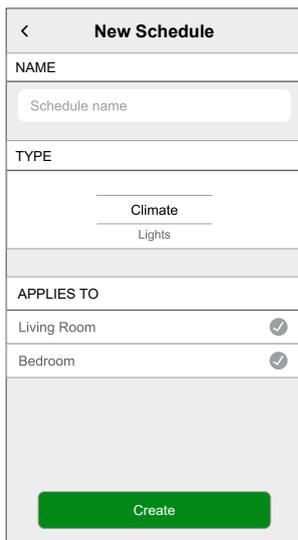
NOTE: Boost can be stopped at any time by tapping the  and selecting it **off**.

Creating a Schedule/Event

The device can be fully controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

To create the schedule/event:

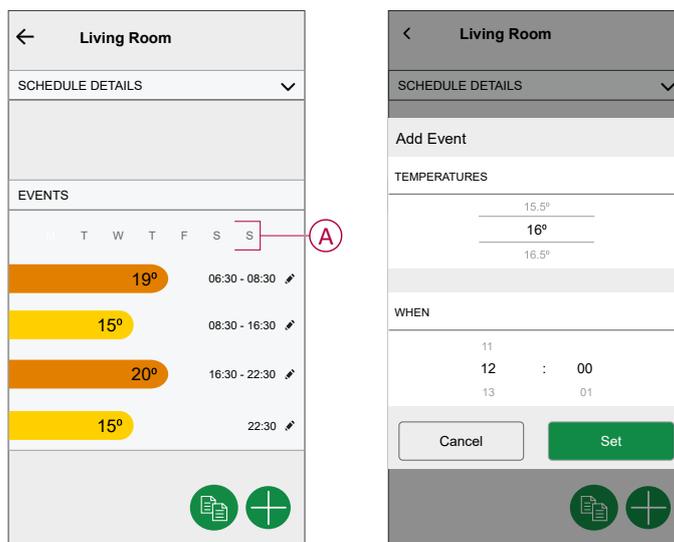
1. On the **Home** screen, tap .
2. Tap on the **Schedules** tab > .
3. On the **New Schedule** page, enter the **Schedule name**, select **Type**, and select room.
4. Tap **Create**.



5. Select any day (A) and tap  for add event:
 - Select temperature (for example 16 °C).
 - Set time (for example 12:00).

NOTE: A maximum of 8 events can be created per day.

You can tap  to copy the schedule from one day to other days or copy the entire schedule to a new schedule or to an existing one.

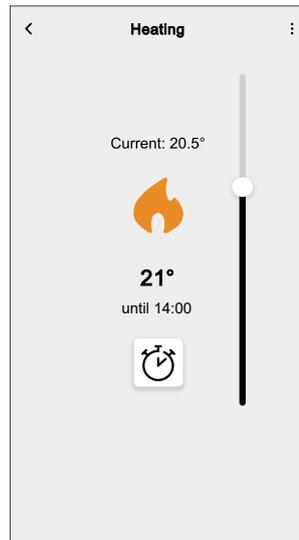


6. Tap **Set**.
7. On the top right corner of the screen, tap  and select **Follow schedule** toggle switch to turn on/off the schedule.

When your system is following a schedule:

The new set point will continue to be active until the next scheduled event.

You can see the until time on the **Control** tab under the device name. The until time shows the time till which the schedule is set to ON.

**When your system is not following a schedule:**

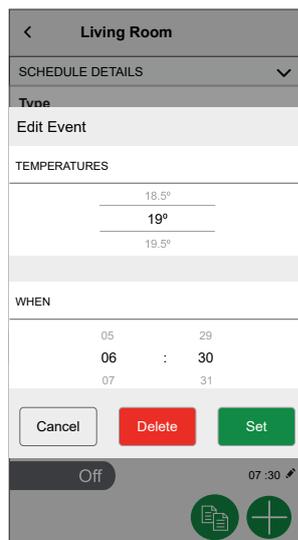
Any set-point changes made with the slider will continue to be active until the next time the slider is used.

The until time disappears from the screen.

Editing Schedule/Event

To edit the schedule:

1. On the **Home** screen, tap .
2. Tap **Schedules** tab and select the Schedule that you want to modify.
3. Tap **SCHEDULE DETAILS** to do any of the following:
 - To rename the device
 - To change the device location
 - To delete Schedule
4. To edit the **EVENTS**, select a day, and tap  to change the time and temperature.

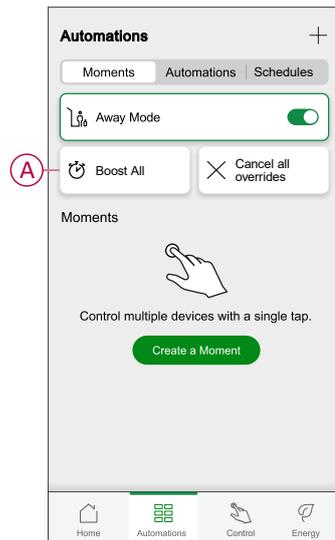


Built in Automation

There are three built in Automation such as Boost All, Cancel all overrides and Away mode.

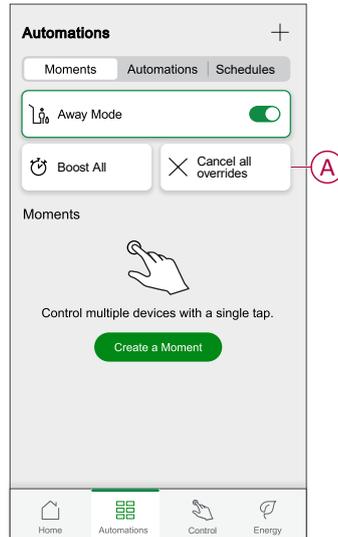
Boost All

You can apply a boost of +2 °C for 1 hour to every room in the system. It won't affect hot water in any way. As this is a "one-time action", you can find Boost All (A) in the "Automation" menu by clicking the "Automation" tab at the bottom of the Home screen.



Cancel all overrides

The Cancel all overrides (A) will put all the heating back under 'system control' meaning that if you've selected Boost All or even if you've boosted or manually overridden a room setpoint individually, this will cancel the override and put all the rooms back to their scheduled set points. You can find it in the "Automation" menu by tapping the "Automation" tab at the bottom of the **Home** screen.



Away Mode

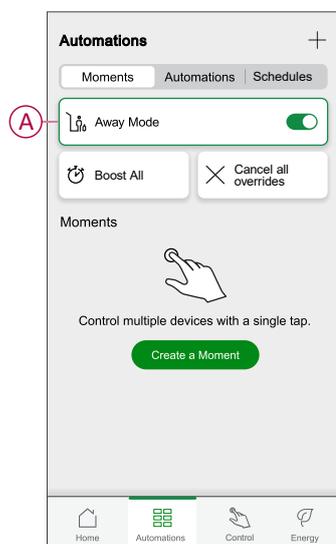
When Away Mode (A) is activated, all rooms will be set to the Away temperature (default 16 °C). It will show a checkmark in the “Automation” page when active. You can find it in the “Automation” menu by tapping the “Automation” tab at the bottom of the **Home** screen.

When Away mode is active, only rooms that have set point temperatures higher than the Away mode temperature will be affected. For example, if a given room is set to 5 °C, Away mode will not force it to the Away temperature.

While Away Mode overrides Boost and rooms that are and aren't following a schedule, it is still possible to manually change the set-point temperature and boost individual rooms after activating Away Mode. It is also possible to boost or manually turn the hot water ON.

All rooms and hot water will display their Away mode values. The hot water will be turned OFF if you have activated this option on the Away Mode screen.

NOTE: The current temperature will not be displayed when away mode is activated.



Voice control

You can control the plug using Amazon Alexa® and Google home by giving a voice command.

Amazon Alexa™

Amazon Alexa™ (Alexa) is an intelligent personal assistant developed by Amazon™, and is capable of voice interaction.

Common Wiser commands for Alexa

- Discover Devices: “Alexa, discover devices”
- Reduce Temperature: “Alexa, decrease the temperature upstairs by 4 degrees”
- Increase Temperature: “Alexa, increase the temperature upstairs by 3 degrees”
- Set Temperature: “Alexa, set the upstairs to 20 degrees”
- Get Temperature: “Alexa, what is the upstairs temperature?”
- Get the Set Point: “Alexa, what is the upstairs set to?”

Google Home™

Google Home™ is a brand of smart speakers that work similarly to Amazon’s Alexa. The user can speak a profusion of commands to request information, or ask Google Assistant to perform action.”

Common Wiser commands for Google Home™:

- Inquiry: “OK, Google, is the hot water on?”
- Hot Water Command: “OK, Google, turn on/off the hot water”
- Room Temperature: “OK, Google, how warm is (room name)?”
- Set Temperature: “OK, Google, set (room name) to XX degrees”
- Increase Temperature: “OK, Google, increase the setpoint by XX degrees”
- Set Temperature: “OK, Google, set (room name) to XX degree”

Changes made with Google Home™

All changes made through a voice command related to radiator thermostat that is valid for one hour, or until the next scheduled event. The user cannot change this action. This also applies for boosts initiated from the radiator thermostat.

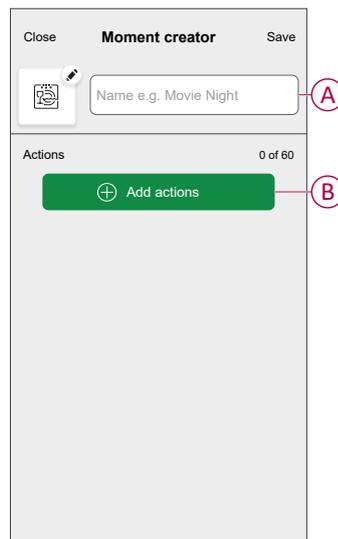
Creating a moment

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs. To create a moment:

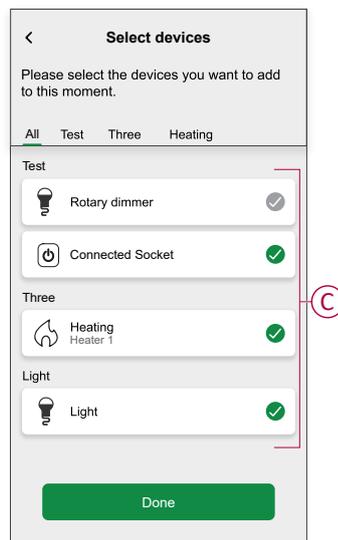
1. On the **Home** screen, tap .
2. Go to **Moments** >  to create a moment.
3. Enter the name of the moment (A).

TIP: You can choose the cover image that best represents your moment by tapping .

4. Tap **Add actions** (B) to select the list of devices.

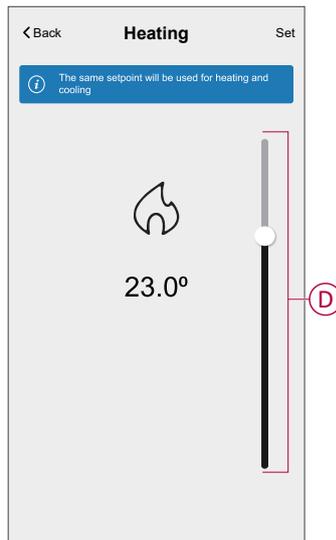


5. In the **Add actions** menu, you can select the devices (C).



6. Once all the device are selected, tap **Done**.

7. On the **Moment creator** page, tap the device to set the condition. For example, select heating.
 - Set the required temperature using sliding bar (D).



When the desired condition is set, tap **Set**.

8. Once all conditions are set, tap **Save**.

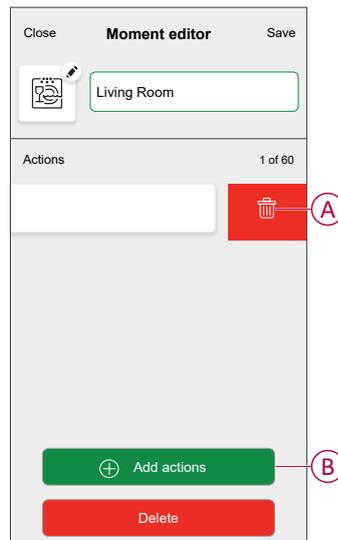
Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

TIP:

- If you want to see the created moments on the **Home** screen, go to **Home** >  > **Home** screen > **Moments**. Enable the toggle button to view moments on the **Home** screen.
- You can also rearrange the moments by tapping **Edit** from the **Moments** tab on the **Home** screen, or by tapping **Automation** > **Moments** > **Reorder**.

Editing a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to edit and tap .
3. On the **Moment editor** screen, you can perform following changes:
 - Change the icon .
 - Rename the moment.
 - Tap each action to change the settings.
 - To remove an action, slide the action to the left and then tap  (A) to delete it.
 - Tap  **Add actions** (B) to add new action.

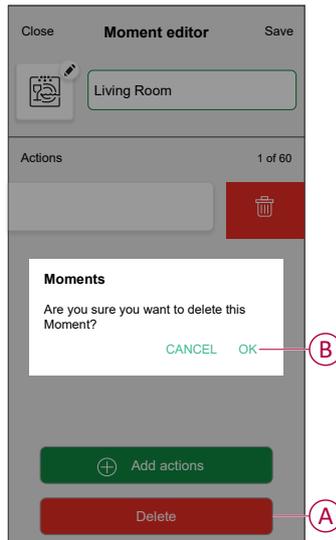


4. Tap **Save** to save the changes.

Deleting a moment

1. On the **Home** screen, tap **Automations** .
2. Go to **Moments**, locate the moment you want to delete and tap .

3. On the **Moment editor** screen, tap **Delete** (A) and then tap **OK** (B).

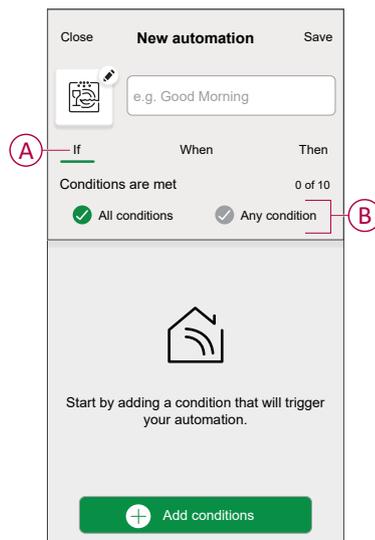


Creating an automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs.

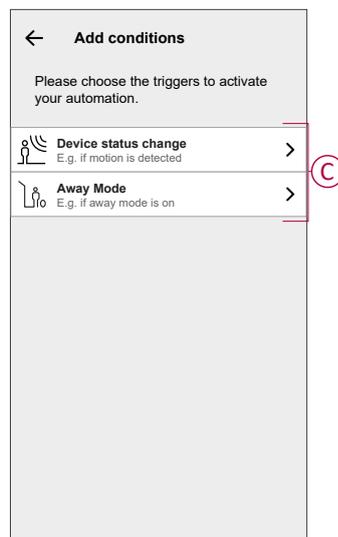
1. On the **Home** screen, tap .
2. Go to **Automation** >  to create an automation.

NOTE: Maximum 10 automations can be added.
3. Tap **If (A)** and select any of the following conditions (B):
 - **All conditions:** This triggers an action only when all conditions are met.
 - **Any condition:** This triggers an action when at least one condition is met.

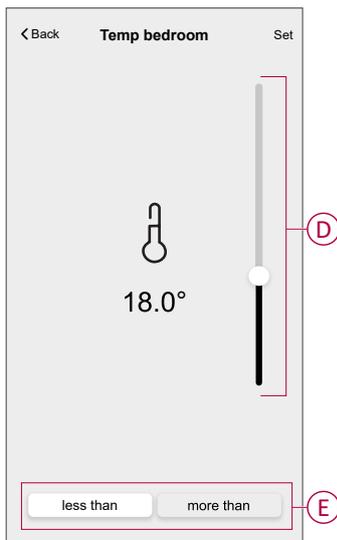


4. Tap **Add conditions** and select any of the following (C):
 - **Device status change:** Select a device to enable automation.
 - **Away Mode:** Enable/Disable away mode to trigger an action.

TIP: Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode**, refer to the system user guide.



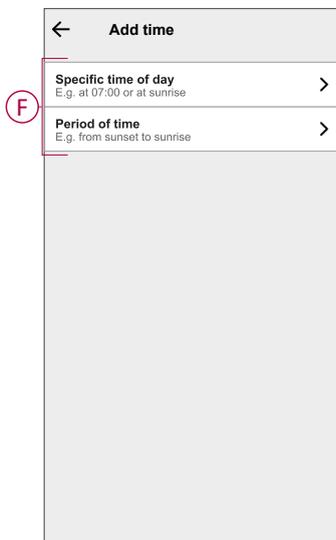
5. Tap **Device status change** > **Temperature/Humidity Sensor** > **Temperature**. Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.



NOTE:

- Maximum 10 conditions can be added.
- To remove an added condition, swipe left and tap .

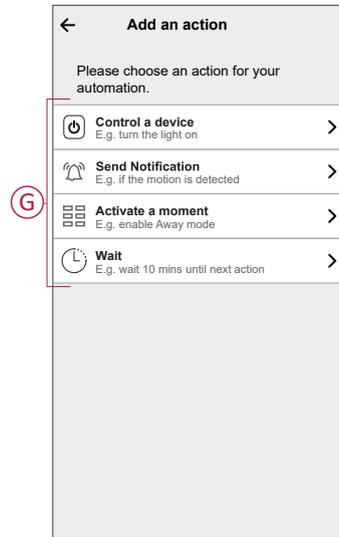
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):
- **Specific time of the day: Sunrise, Sunset, Custom.**
 - **Period of time: Daytime, Night time, Custom.**



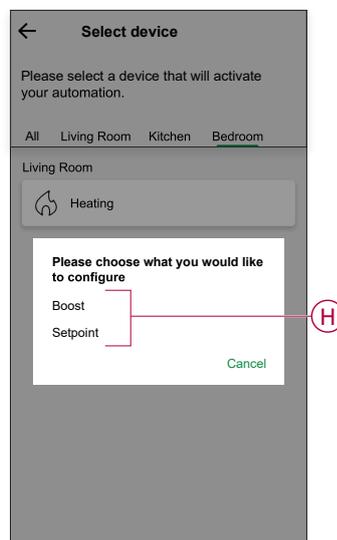
NOTE:

- Maximum 10 entries can be added
- To remove a specific time, swipe left and tap .

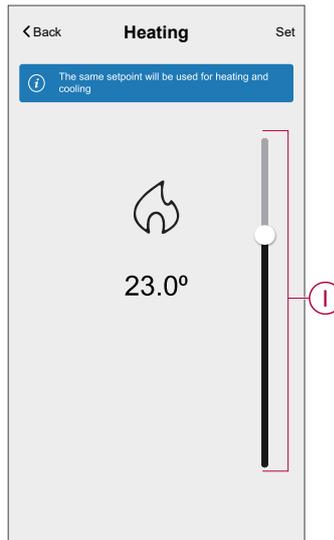
7. To add an action, tap **Then** > **Add an action** and select any of the following (G):
- **Control a device:** Select a devices that you want to trigger.
 - **Send notification:** Turn on the notification for the automation.
 - **Activate a moment:** Select the moment that you want to trigger.
 - **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



8. Tap **Control a device** > **Heating** and select any of the following (H):
- **Boost:** Set the duration to increase the temperature by 2° C.
 - **Setpoint:** Set the desired temperature.



9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.

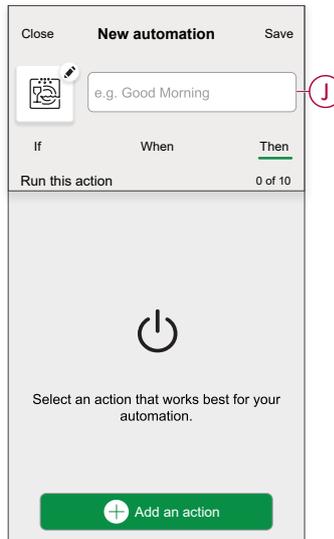


NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

10. Enter the automation name (J).

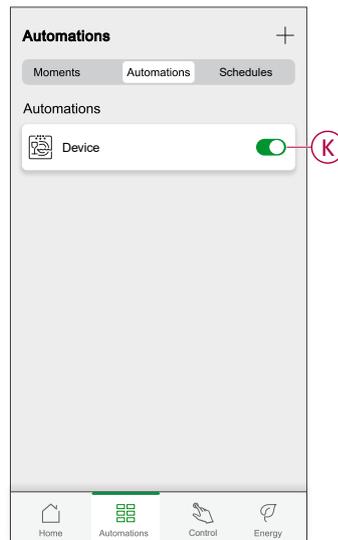
You can choose the cover image that represents your automation by tapping



11. Tap **Save**.

Once the automation is saved, it is visible on the **Automation** tab.

Using the  (K) you can enable and disable the automation.



Example of an automation

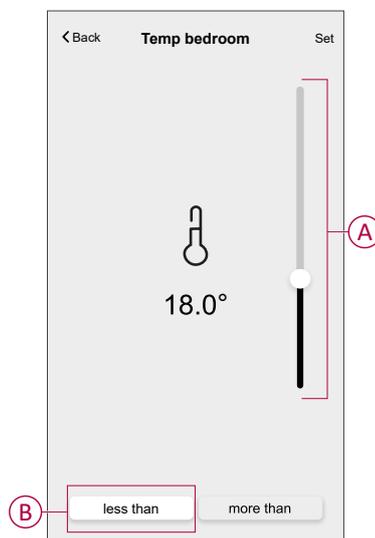
This demonstration shows you how to create an automation to turn on the Heating to the desired temperature (set point) of 20° C when the temperature is less than 18° C.

NOTE: It is mandatory to create two automations:

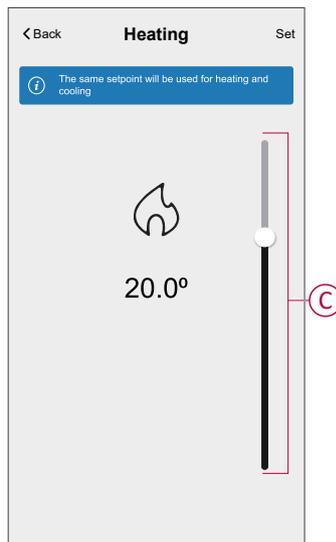
- First, switch on the heater at the desired 20° C when the room temperature is 18° C or lower.
- Second, switch off the heater when the room temperature is at 25° C or above.

The room heater will not turn off automatically until you create another automation.

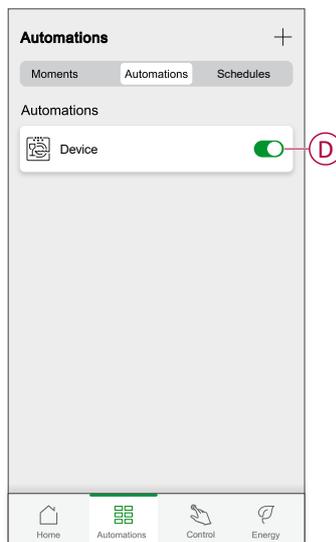
1. Go to **Automation** >  to create an automation.
2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.
3. Set the temperature as 18° C (A) and the condition as **less than** (B) and tap **Set**.



4. Read the information and tap **OK**.
5. To add an action, tap **Then > Add an action > Control a device > Heating > Setpoint**. Set the temperature to 20° C (C), then tap **Set**.



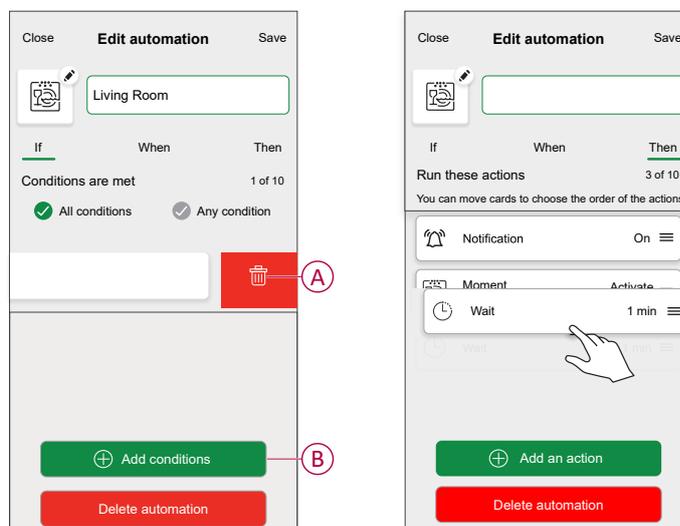
6. Read the information and tap **OK**.
7. Enter the name of the automation.
TIP: You can choose the cover image that represents your automation by tapping .
8. Tap Save.
Once the automation is saved, it is visible on the **Automation** tab.



NOTE: You can enable or disable saved automations on the **Automations** tab by using  (D).

Editing an automation

1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to edit.
3. On the **Edit automation** screen, you can perform the following changes:
 - Change the icon .
 - Rename the automation.
 - Tap each condition to change the settings.
 - To remove a condition, slide the condition towards left and then tap  (A) to delete it.
 - Tap  **Add conditions** (B) to add new condition.
 - To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.

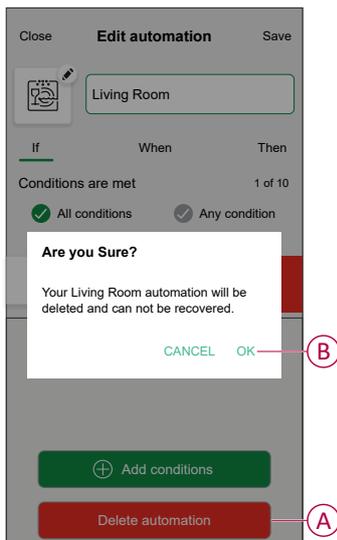


4. Tap **Save** to save the changes.

Deleting an automation

1. On the **Home** screen, tap **Automations** .
2. Go to **Automation**, tap the automation you want to delete.

3. On the **Edit automation** screen, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).

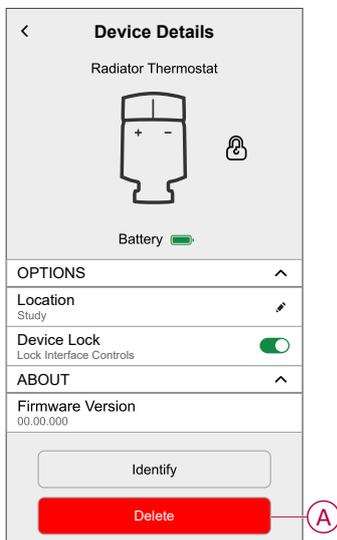


Removing the device

Using the Wiser Home app, you can remove the Thermostat from the Wiser system.

To delete the Thermostat:

1. On the **Home** screen, tap .
2. Tap **Devices > Radiator Thermostat > Delete** (A).



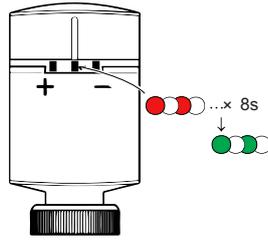
Resetting the device

You can reset the Thermostat to factory default when it is attached to the radiator body. It can be reset manually at any time, e.g., when the Hub is replaced.

To reset the Thermostat:

1. Twist and hold the cap in the “-” direction.

2. Wait for a few seconds until the center LED begins to flash red.
3. Hold the cap in the “-” direction until the LED flashes red 8 times.



4. Release the cap; all 3 LEDs flash once indicating a successful reset of the Thermostat.

Replacing the batteries

Replace the batteries of the device when the battery is low or critically low. The center LED of the radiator thermostat will signal when the batteries need to be replaced.

LED			
Left	Centre	Right	Meaning
Off	Solid Red, for 1s, once per hour.	Off	Battery, low. Replace
Off	Flashes Red, for 5s, once per minute.	Off	Batteries critically low. Replace immediately.

Replace the batteries with 2 x 1.5V IEC LR6 (AA) Alkaline batteries. Ensure the batteries ("+" and "-" ends) are correctly oriented. The polarity is indicated on the device's terminals.

NOTICE

USE ONLY STANDARD, NON-RECHARGEABLE AA ALKALINE BATTERIES

- **Do not use** rechargeable batteries, Zinc Carbon, or Zinc Chloride batteries.
- Rechargeable batteries are not optimized for Wiser device systems.

Failure to follow these instructions can result in equipment damage.

NOTE: Batteries should be disposed of according to statutory regulations. They must be recycled properly to protect the environment and reduce the waste of precious resources.



LED indications

Normal use

State	User Interaction	Left LED	Center LED	Right LED	Duration
Boost up	Twist the cap in the + direction				Solid for 5 seconds
Boost down	Twist the cap in the - direction				Solid for 5 seconds

Head calibration

State	User Interaction	Left LED	Center LED	Right LED	Duration
Start up	Insert the batteries				Single quick flash
Opening the valve	Automatic upon inserting batteries OR Twist and hold the cap in + direction for 8 seconds (for changing batteries)				Solid until the valve is open
Ready to install on the valve	The radiator thermostat is ready to install when the valve is fully open (see above)				Red and Blue: flash for up to 5 minutes
					Orange solid = not joined
					Green solid = joined
Closing the valve	Twist and hold the cap in the – direction for 2 seconds				Solid until the valve is closed
Joining	Twist and hold the cap in the + direction for 3 seconds				Pulses for up to 2 minutes
Joining success					Solid for 5 seconds
Joining failed	If no network is found after 2 minutes				Flashes for 5 seconds

Error state

State	User Interaction	Left LED	Center LED	Right LED	Duration
Low battery					Solid for 1 second (Repeated each hour)
Critical battery					Fast flash for 5 seconds (Repeated each minute)
No Signal	Twist the cap in the + direction to start a boost.				Fast flash for 5 seconds (Repeated)
No Signal	Twist the cap in the - direction to start a boost.				Fast flash for 5 seconds (Repeated)
No network	Twist the cap in the + or - direction to start a boost.				Solid with fade-out after 2 seconds. In this event, the radiator thermostat has not joined the wiser system and must either join the hub or be re-installed.

Troubleshooting

Symptom	Possible cause	Solution
The Thermostat is not responding or the app is not measuring the temperature.	Power failure or Wiser Hub generation restarted.	Post power failure, Wiser Hub generation needs up to 15 minutes to recover to normal.
The Thermostat displays offline in the app or the center LED blinks.	<ol style="list-style-type: none"> Poor signal between the Wiser hub and Thermostat. The batteries need replacing in the Thermostat. The Thermostat has been reset through the human interaction at physical device. 	<ol style="list-style-type: none"> Rejoin the Thermostat in the app. Replace the batteries and re-calibrate Thermostat, refer to the replacing the batteries, page 35 and calibrating the device, page 12 Re-configure the Thermostat.

Technical Data

Power supply	2 x 1.5 V IEC LR6 (AA) alkaline batteries
Without power supply:	Connection data are retained
Temperature setting range	5 °C - 30 °C
Temperature resolution	0.5 °C
Control accuracy	< 0.8 °C at 4 °C/h
Surface temperature at place of installation	max. 93 °C
Water temperature	max. 110 °C, max. continuous 73 °C
Ambient operating temperature	0 °C to 45 °C
Storage temperature	-20 °C to 65 °C
Operating frequency	2.4 GHz
Max. radio frequency power transmitted	max. 20 mW (13 dBm)
Degree of contamination	2
Radio range	30 m free field
Specification	Value
Energy class	IV - 2%
Software class	A
Protection rating	IP 30
Dimensions (HxØ)	93 x 51 mm

Compliance

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DUG_Radiator Thermostat_WH-06