

Quick start guide

Connected wireless room thermostat
Logic Combi C / Logic Max Combi C /
Vogue Gen 2 Combi / Vogue Max Combi





Introduction

Welcome to the Ideal Touch quick start guide. This guide is designed to lead you through a straight forward installation and setup. It is advisable to read through all steps before starting the installation.

A more detailed installation guide, user guide and FAQs can be found at www.idealboilers.com.

The Ideal Touch thermostat must be installed by a competent person. Read the instructions carefully. Failure to follow these instructions can damage the product or cause a hazardous condition.



Getting started

The Ideal Touch app is available to download from the Apple app store and on Google Play. To save time the householder may want to download the app and set up the account whilst the thermostat is being installed.



Ideal Touch Connect kit contents

- Touch thermostat
- Mounting bracket cover
- Boiler transceiver
- Desktop stand
- Mounting bracket
- Batteries (AA)
- Gateway
- Ethernet cable
- Gateway power cable and 3 pin plug
- Screws and plugs
- Quick start guide
- SAP registration label

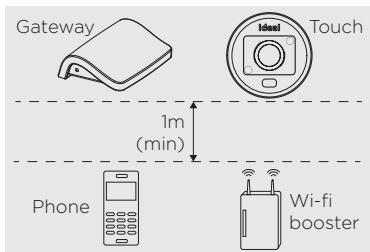
Location guidelines

In-between the boiler and the Touch thermostat and in-between the boiler and the gateway there must be:

- Less than 20 metres
- No more than 3 walls / ceilings
- No large metallic objects (e.g. American fridge/freezer)
- No large mirrors or windows
- No walls running along the RF path

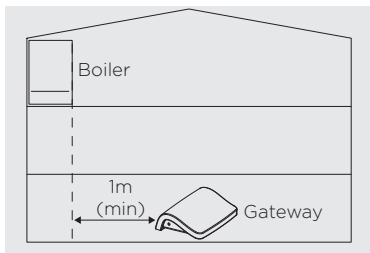
The Thermostat must not be within 1 metre of a WiFi booster / router and should not be placed near draughts, in direct sunlight or near heat sources. **NOTE.** There must be a free ethernet connection available on the house wireless router and the router must be a standard household router. A mains socket must be available close to the router.

Location guidelines



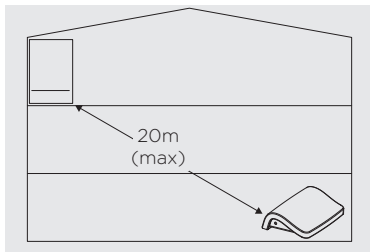
1

The thermostat and the gateway must be more than 1 metre away from other wireless devices such as wifi boosters, cordless phones, and mobile phones.



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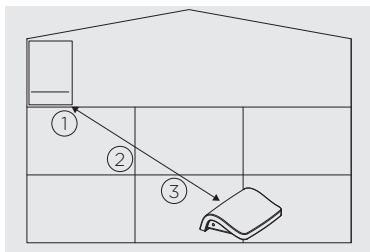
The gateway and the thermostat must be forward of the front plane of the boiler by at least 1 metre.



3

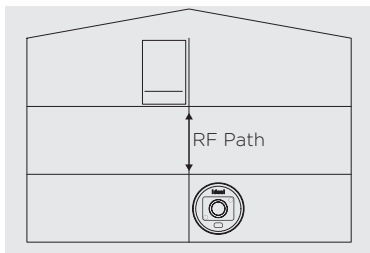
The gateway and the thermostat must be less than 20 metres from the boiler.

Location guidelines



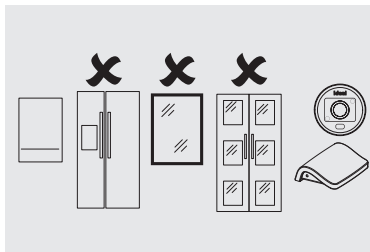
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There must be no more than a total of 3 walls and ceilings between the boiler and the gateway, and between the boiler and the thermostat.



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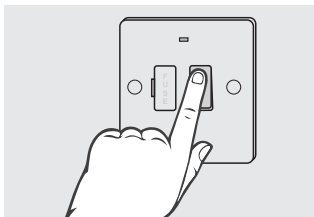
There must be no walls running along RF path from the boiler to the gateway or the boiler to the thermostat



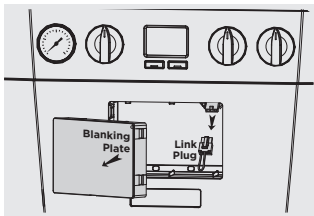
6

There must be no large metallic objects (e.g. american fridge/freezer), large mirrors or windows, between the boiler and the gateway or between the boiler and the thermostat.

Installation

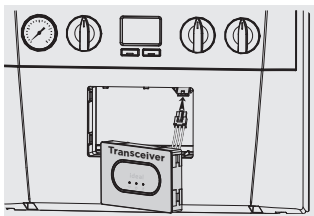


- 1 Turn off the electrical power to the boiler.

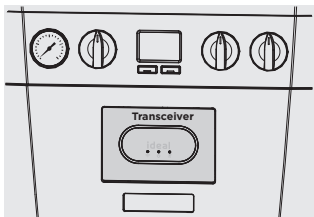


- 2 Remove the blanking plate by carefully inserting a small flat bladed screwdriver into the slot situated centrally at bottom of blanking plate.

Remove link wire plug & keep in a safe place.

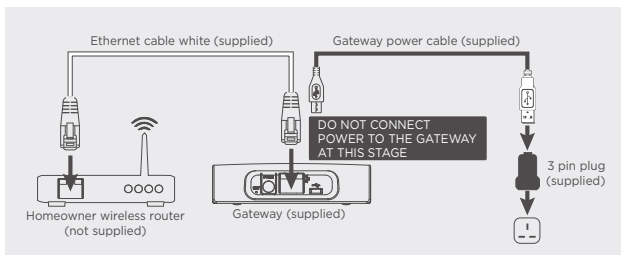


- 3 Connect the Touch transceiver electrical plug.

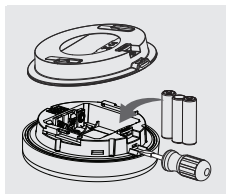


- 4 Push fit the Touch transceiver into the boiler.

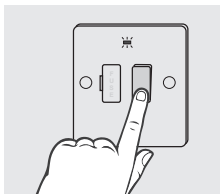
Installation



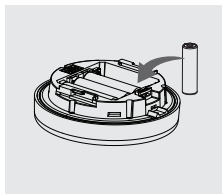
- 5 Locate the gateway adjacent to the house wireless router and connect the supplied ethernet cable from the gateway to the wireless router as shown.
- 6 Connect the Gateway power cable and 3 pin plug together, then connect the 3 pin plug to a convenient mains socket. Note DO NOT yet power up the gateway.



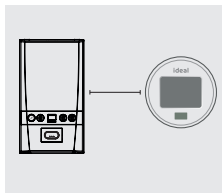
- 7 Using a flat bladed screwdriver remove the back cover from the Touch thermostat and insert only 3 batteries.



- 8 Turn electrical power back on to the boiler.

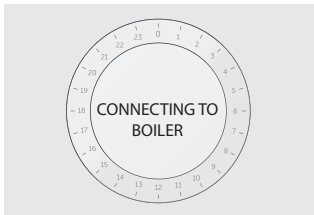


- 9 Immediately insert the fourth battery into the thermostat.

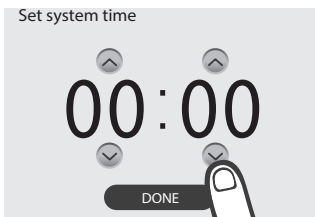


- 10 Hold the thermostat approx 2 metres away from boiler.

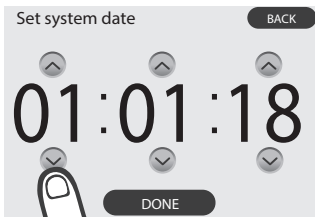
Installation



- 11 Wait for the screen shown on the left to be displayed. (In the unlikely event that this screen is not shown within 20 seconds, electrically isolate the boiler, remove one battery and repeat from step 8.)



- 12 When successfully connected the screen shown on the left will be displayed. Set the 24hr clock, then select "DONE".

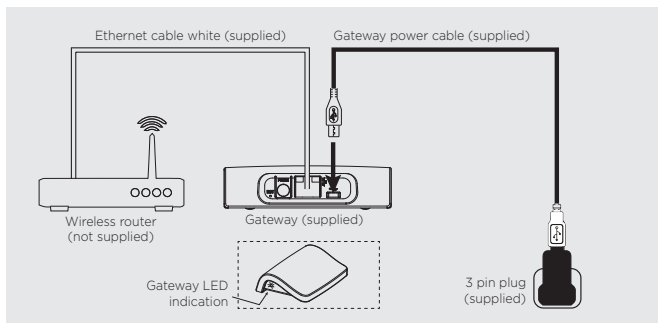


- 13 Set the date, then select "DONE". If the screen goes blank before set up is complete, tap the screen and select MENU to access Help & Settings to set time and date.

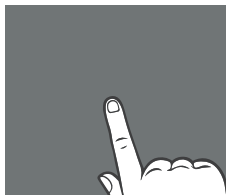


- 14 When set up is complete the screen will go blank.

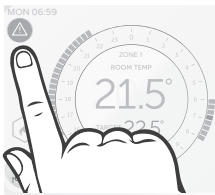
Installation



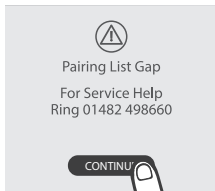
- 15** Immediately power up the gateway, and after the LED initialisation sequence (approx 1 min) the gateway LED will go green indicating that it has successfully connected.



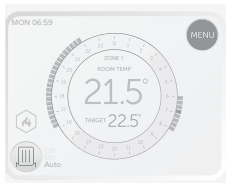
- 16** Tap screen to wake up the thermostat.



- 17** Tap the triangle to progress.



- 18** Tap CONTINUE to complete setup. **Note.** phone number is for future reference only.



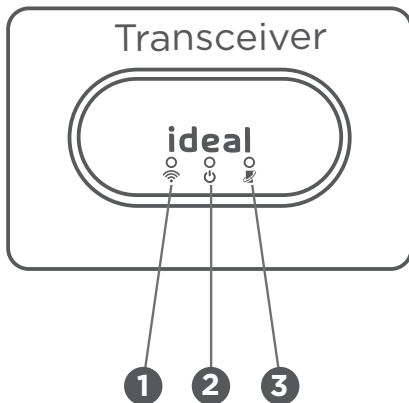
- 19** The display will now show the home screen.

Note. if the Touch thermostat is activated for some time, the temperature displayed may rise. This will return to normal operation once all hand held interaction has ceased.

Boiler transceiver

Below are the descriptions of each light on the front of the boiler transceiver.
When illuminated green;

- 1 RF connection**
Boiler transceiver connected to thermostat and boiler transceiver connected to gateway
- 2 Power**
Power is being supplied to the boiler transceiver
- 3 Opentherm connection**
Opentherm signal to the boiler is working correctly



Note. normal operation is indicated by all three green lights being illuminated.

Ideal Touch app



Download and install the Ideal Touch app onto the householders phone.

(Available on Google Play or the Apple app Store.)

A web application is also available at <https://app.idealtouch.co.uk>

Open the Ideal Touch app, tap on create an account and follow the in-app instructions.

Gateway pin

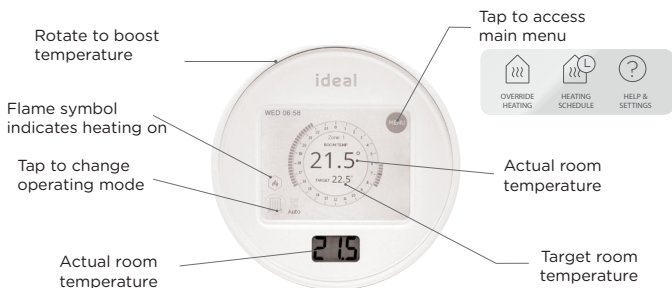
During app set up the gateway pin will be requested.

Locate the 12 digit gateway pin on the base of the gateway, and record the PIN below.



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Using the Ideal Touch thermostat



Troubleshooting

Touch thermostat screen is blank after tapping

Check the batteries are inserted correctly.
Replace the batteries in the thermostat.

Heating System does not respond

Make sure the target temperature is at least 1°C higher than the actual room temperature on the thermostat.

Make sure the heating is not in the OFF mode.

Check the gateway ethernet cable and mains lead are connected properly and the LED on the side of the gateway status is solid green. If there is no light, check the mains connection. If the light is solid orange check the ethernet cable is connected. If the light is solid red consider siting the gateway closer to the boiler.

Check that all of the LEDs on the boiler transceiver are illuminated correctly (solid green). If the RF light is not illuminated check the thermostat and gateway have power and are sited as per location guidelines.

Check the boiler has power, if not check circuit breaker and reset if required.

Check the Touch thermostat is within range of the boiler transceiver.

If the Touch thermostat replaced an existing thermostat, ensure the boiler installer connection link wire is in place (see boiler installation Instructions).

Warranty

All Ideal Touch Controls offer customers the comfort of a 12 month Ideal warranty, subject to the following terms and conditions. During the period of the warranty we will replace free of charge, where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions;

The warranty will commence from the date of installation. Without proof of purchase the warranty will commence from the date of manufacture (via serial number).

The Installation needs to be registered within 30 days of installation, it can be registered online by visiting **www.idealboilers.com**

If the control suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

Northern Ireland: 02890 331444
Elsewhere in the UK: 01482 498660
Our normal working times, excluding Bank holidays, are:

8am - 6pm Monday to Friday

8am - 4pm Saturday

8am - 12 noon Sunday

The warranty does not apply:

To any defect, damage or breakdown caused by deliberate action, accident, misuse or third party interference including modification or failed batteries.

To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.

To any other costs or expenses caused by or arising as a result of the breakdown of the controls.

To any defect resulting from the incorrect installation of the controls.
To any costs incurred during delays in fixing reported faults.

Our Ideal Warranty is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Trading Standards Authority or a Citizens Advice Bureau.

Guarantor - Ideal Boilers Ltd, P.O. Box 103, National Avenue, Hull, HU5 4JN.





Ideal Boilers Ltd

P.O. Box 103, National Avenue
Hull, HU5 4JN.

www.idealboilers.com

For more detailed installation instructions and user guide see **www.idealboilers.com**



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SCAN HERE FOR FURTHER HELP

Consumer Helpline
T: 01482 498660

Technical Helpline
T: 01482 498663

