



Simple controls solution guide
PTD, C1727 and H3747



BGX701-366-R01






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1 Before you begin

This quick guide is supplemental to the full user and installer guides which can be downloaded by clicking the link (in the left column) or scanning the relevant QR codes.

C1727		H3747	
PTD			
Secure Controls mobile app (Android users)		Secure Controls mobile app (Apple users)	
<p>Important- In addition to the PTD interface, you can also program and control your system using the Secure Controls mobile app (See download link and QR code above).</p> <p>To control the system locally using the mobile app, Bluetooth must be enabled in your phone settings. The app communicates with the receiver (either C1727 or H3747, which is pre-paired with a PTD) via Bluetooth. To control the system remotely using the mobile app the receiver must be fitted with a Wi-Fi adapter.</p>			

2 Know your PTD (Programmable Thermostat display)

The Secure PTD is a battery operated, wireless thermostat which enables independent control of your heating and hot water. It can control up to 4 zones (3 heating + 1 hot water or 4 heating). Designed for comfort and convenience, it comes with an intuitive interface and powerful features such as single click **Home-Away**, **Boost**, **Scheduling**, **Optimum start/stop** and **Service interval** etc. Programming it is easy and quick and you can create separate schedules for each zone for a perfect heating experience. With a guaranteed 12-year battery life, it is an ideal replacement for wired thermostats with limited functionality.

The main features of the PTD include:







- Real time status of your hot water and heating zones
- One-click Home-Away function with convenient mode settings
- Easy and intuitive 7-day programming for hot water and heating control with facility to copy and edit schedules
- Ease of adding or replacing heating control devices
- Instant alerts about low battery in associated zone sensor, communication errors and service reminders
- Provision for boosting hot water or holding the desired temperature

2.1 The Home Screen

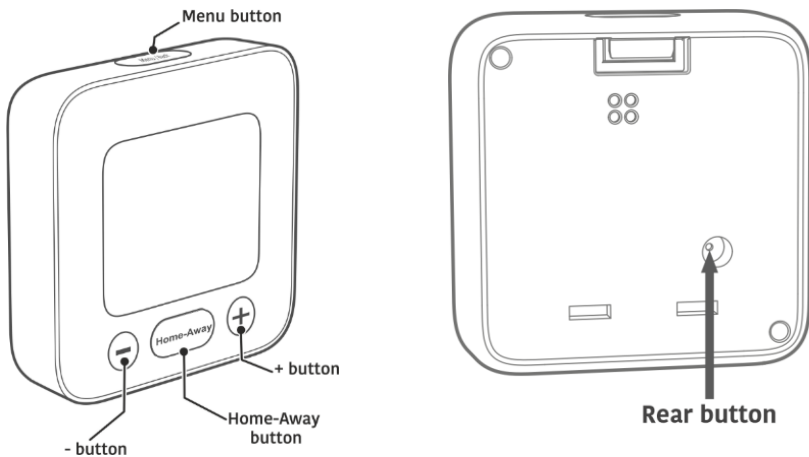
Once your PTD is installed and commissioned, it displays the home screen. This is the central space from where you can navigate to different menus (according to which the display changes). An illustration is provided below:



2.2 Symbols you may see on the PTD

	Indicates that your boiler is On		The PTD is connected by a radio signal with the receiver. This icon indicates the communication signal strength
	Indicates that Hot water is On		Indicates a warning notification
	Indicates low battery		Indicates that the button lock has been activated to avoid unintentional setting changes

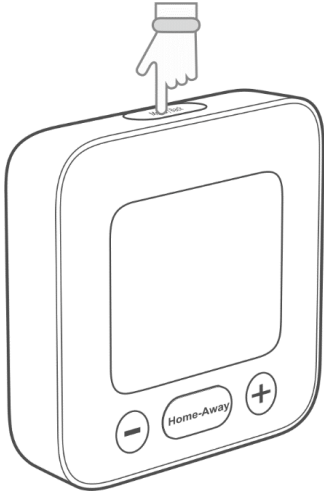
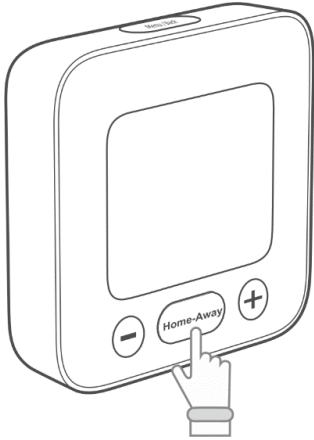
2.3 Know the buttons and their functions

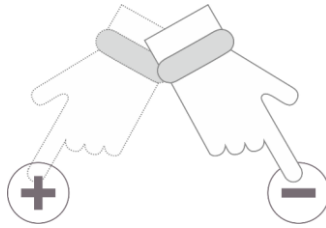


Button	Function
Rear button	Press To wake up the device before initial setup. Note: The device is shipped in deep sleep mode to save battery.
Menu/back button	This is a single press button with dual functions. Press it : <ul style="list-style-type: none"> To enter the main menu To return back to a previous menu from within a submenu/selection
Home-Away button	This is a single press button with dual functions. Press it: <ul style="list-style-type: none"> To switch between modes (Home/Away) To enter a setting/option and to confirm a selection

<p>+ button</p>	<p>Press</p> <ul style="list-style-type: none"> • To increase the target temperature, date and time • To navigate between different menus/menu items in the forward direction <p>Long Press Fast forward the selection of temperature, dates and time in forward direction</p>
<p>- button</p>	<p>Press</p> <ul style="list-style-type: none"> • To decrease the target temperature, date and time • To navigate between different menus/menu items in the backward direction <p>Long Press Fast forward the selection of temperature, dates and time in the backward direction</p>

2.4 Menu navigation- General instructions

	
<p>Press the Menu/back button at the top centre</p> <ul style="list-style-type: none"> • To enter the main menu • To return back to a previous menu from within a submenu/selection 	<p>Press the Home-Away button at the bottom centre to</p> <ul style="list-style-type: none"> • To switch between modes (Home/Away) • To enter a setting/option and to confirm a selection



As required, press the plus or minus buttons, until the required menu, selection, temperature, date or time appears.

2.5 Activating the display backlight

The PTD display backlight will illuminate for 4-5 seconds whenever any button is pressed. If no further buttons are pressed, it will automatically turn off in order to save battery life. To make the display backlight come on again, press any button on the PTD.

3 Understanding the menus and their functions

The PTD has various menus that allow you to control and monitor your heating in an efficient manner. Additional sub menus are available within each menu that help you specify useful settings. The following menus are available:

Menu	Task
Change Zone menu	Adjusting the zone temperature
Boost menu	Applying Boost
Hold menu	Applying Hold
Schedule menu	Creating schedules
Summer mode	Applying the summer mode
Warning	Understanding Warning messages
Advance settings	Advance settings (Viewing and applying)
Installer settings	Installer settings (Viewing and applying)

3.1 Change Zone menu

The **Change Zone** menu lets you:

- Switch between different zone views (if you have more than one)
- Temporarily adjust the target temperature of a zone to suit your current needs. The temporary override will only last until the next scheduled set point is reached.

The default view is of the zone in which the PTD has been installed. To apply various settings to other zones, change the view as required.

3.1.1 Adjusting the zone temperature

To temporarily override a zone schedule, do the following:

- If you have a single zone-combi boiler just use the +/- buttons to alter the target temperature
- For multi zone systems, press the top menu button and navigate to the Change zone menu (This is the default menu. If required press +/- until you reach the menu)

3.2 Boost menu

The Boost menu is used to turn on the hot water for a fixed duration, irrespective of the hot water scheduled state. This function is only available if a hot water channel is associated with:

- Zone 1 on a Two- channel receiver
- Zone 3 on a Four-channel receiver

3.2.1 Applying Boost

1. Press the top menu button and navigate to the Boost (if required press +/- until you reach the menu)
2. Press + or – to select the Boost duration and then confirm. The following options are available.
 - Boost for 1 hour and 2 hours
 - Cancel Boost (if Boost is already applied)

3.3 Hold menu

The **Hold** option enables you to hold the heating at a desired target temperature for a chosen time duration. (1, 2, 3 or 4 hours or until hold is cancelled). You can also readjust the target temperature to a new desired value even after hold is applied.

Applying Hold

To setup the Hold function, do the following:

1. Press the top menu button and navigate to the Hold menu (If required press +/- until you reach the menu)
2. Press + or – to select the Hold duration and then confirm. The following options are available.
 - Hold for 1 hour, 2 hours, 3 hours and 4 hours
 - Hold until Cancel (if Hold is already active)

3.4 Schedule menu

Your system comes with a pre-set schedule for 6 time periods to suit most of your needs and save energy. (See table below).

Weekday		Period 1	Period 2	Period 3	Period 4	Period 5	Period 6
Monday to Friday	Time	6:00 AM	8:30 AM	11:30 AM	1:30 PM	5:00 PM	10:00 PM
	Target temperature	20°C	18°C	20°C	18°C	21°C	15°C
Saturday and Sunday	Time	7:00 AM	10:00 AM	11:30 AM	1:30 PM	5:00 PM	11:00 PM
	Target Temperature	20°C	19°C	21°C	18°C	21°C	15°C

However, you can make alterations in accordance with your preferences and personal comfort.

The PTD enables you to create independent schedules for


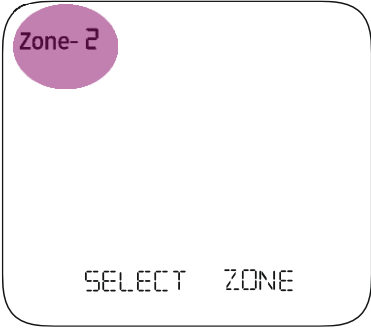
- Zone heating (Setting the target temperature)
- Hot water heating (Time based On/Off)
- Wired thermostats (Time based On/Off)

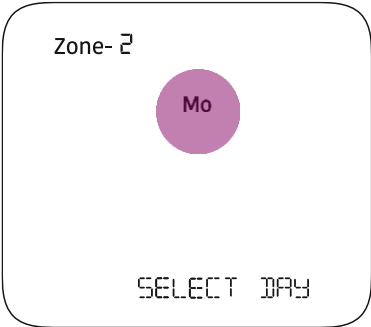
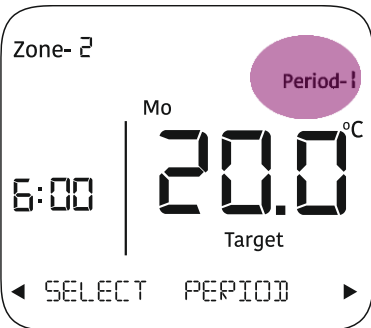
Using it you can create:


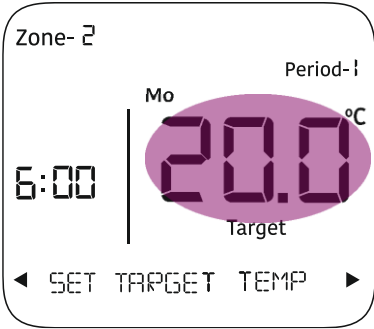
- A weekly schedule
- Separate schedule for weekdays and weekend
- Independent schedules for each day of the week

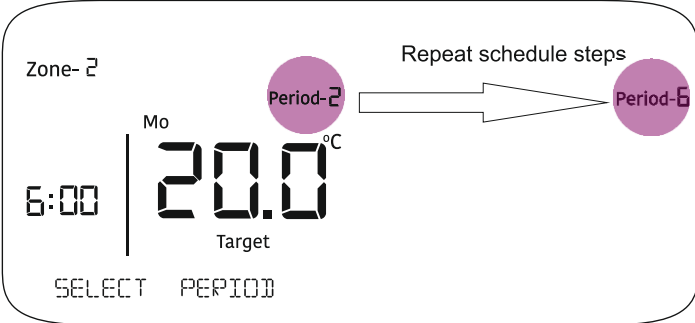
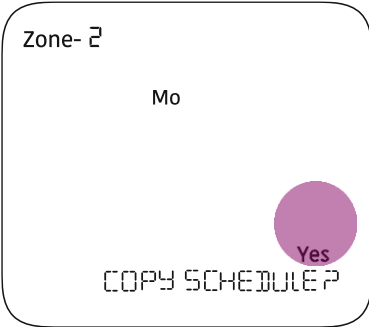
3.4.1 Creating schedules

To create a schedule, do the following:

<p>1</p>	<p>Press the top menu button and navigate to the Schedule menu (If required press +/- until you reach the menu) and then confirm.</p>
	 <p>The screenshot shows a thermostat display for Zone-1. On the left, the actual temperature is 20.0°C. On the right, the target temperature is 21.0°C. Below the temperatures, the word 'Actual' is under the 20.0 and 'Target' is under the 21.0. At the bottom of the display, the word 'SCHEDULE' is shown between two arrowheads. Below the display is a 'Home-Away' button with a purple circle over the 'Away' text.</p>
<p>2</p>	<p>Press + or – until the required zone is displayed for which to create the schedule and then confirm.</p>
	 <p>The screenshot shows a thermostat display for Zone-2. The text 'Zone-2' is at the top left. At the bottom of the display, the words 'SELECT ZONE' are shown.</p>

<p>3</p>	<p>Press + or – until the required day is displayed for which to create the schedule and then confirm.</p>
	
<p>4</p>	<p>Press + or – until the required period is displayed and then confirm.</p>
	
<p>5</p>	<p>Press + or – until the required time is displayed and then confirm.</p> <p>Note:</p> <p>Depending on the pre-configured time format (24 or 12 hrs.), you may have to select the hour/minute/AM or PM.</p>

	 <p>Notes:</p> <ul style="list-style-type: none"> • The minimum time interval that can be defined for a period is 10 minutes. • The last period of the day will cover the remaining time of the day till the start time of next day (first period).
<p>6</p>	<p>Press + or – until the required Target temperature is displayed and then confirm.</p>
	 <p>Note:</p> <p>Adjustments can be made in a steps of 0.5 resolution at each step.</p>
<p>7</p>	<p>Repeat the steps (4 to 6) for remaining periods (Or as necessary)</p>

	
<p>8</p>	<p>Once a day is programmed, this information can be copied and applied to the remaining (or selected) days of the week.</p> <p>Select Yes to copy the schedule.</p>
	
<p>9</p>	<p>Press +/- to select required or all remaining days for which you want to copy the schedule and then confirm.</p>

Zone- 2

Mo Tu We Th Fr

Copy

SELECT DAYS

If required, you can continue copying the schedule for other days (Repeat day selection with +/- buttons as necessary)

Zone- 2

Mo

Yes

CONTINUE COPY

Note:

After the copy cycle is completed, the **Editing** cycle is initiated. If required, you can continue editing the schedule. (Repeat day selection with +/- buttons as necessary)

Zone- 2

Mo

Yes

CONTINUE EDITING

3.4.2 Overriding a schedule

1. If you perform a Boost operation, the running schedule will be overridden for the duration until Boost persists.
2. If you modify the temperature set point while a schedule is running, the modified change will persist only until the end of the running schedule period. At the start of the next period, the settings will switch as scheduled.
3. If the Hold feature is applied, all schedule settings will be either on hold for the duration specified or permanently stopped until hold is cancelled.

3.5 Summer mode

Switch to this mode if you want your heating to come on only when the temperature drops below the pre-set frost protection temperature. (Default is 5 degrees but it can be changed under **Settings**).

3.5.1 Applying the summer mode.


To apply summer mode, do the following:

1. Press the top menu button and navigate to the Summer mode menu (If required press +/- until you reach the menu)
2. Select the ENABLE SUMM MODE option and then confirm.

Note:

The DISABL SUMM MODE option will appear if Summer mode is already applied.

3.6 Warning

Warnings are important notifications that need your attention. These appear on the homepage accompanied by a blinking  symbol. Details of a certain warning can be checked under the **Warning** menu. The description of some warning messages is given below:

3.6.1 Understanding Warning messages

Warning	Description
SERVICE DUE	<p>Indicates that the PTD service is due. This is a landlord setting for Housing associations or local authorities only, who should be contacted. Secure do not set or manage this feature.</p> <p>Note:</p> <p>If the system is not serviced in time, you may not be able to control your heating or only partial control will be available, depending on the settings configured by your installer.</p>

LOW BATTERY	Indicates that the battery of the main PTD is low and the unit needs to be replaced.
LOW BATTERY- Z (X)	Indicates that the battery of the zone PTD or THS is low. Notes: <ol style="list-style-type: none"> 1. If the PTD battery is low, the unit will need replacing. 2. If the sensor battery is low, replace with 2 X AAA batteries.
COMMS ERROR	Indicates that the main PTD is unable to establish communication with the receiver. Either the PTD is too far away or the system has been reset and the receiver is not in pair mode. Try moving the affected PTD closer to the receiver. See FAQs for more information on this.
COMMS ERROR- Z(X)	Indicates that the heating control device in a particular zone is unable to establish communication with the receiver. This could be due to the range, so try moving the affected unit closer to the receiver

4 Settings

This section describes the different settings. The process to navigate to the **Settings** menu and apply a setting is the same as described for other menus. The same general button instructions apply as discussed under section Menu navigation- General instructions

Set/modify in PTD	What?	Thermostat/System behaviour
Away temperature	The default set point is 11 degree Celsius and can be modified as required in the settings menu of the PTD or app	The PTD controls the heating to operate on the set temperature, when the room is unoccupied
Frost protection	The default set point is 5 degree Celsius and can be modified as required in the settings menu of the PTD or app	These settings ensure that your heating will come on only if your temperature drops below the configured set point.
Heat mode	Economy or Comfort (default)	These settings ensure that you are always comfortable at all times, and energy usage is

		<p>optimised in the best possible way.</p> <p>Economy mode will remove all cycling and is recommended for Heat Pumps.</p>	
Optimum Start	Enable or disable	The PTD analyses the temperature rise and fall pattern and determines how long it will take for your zone to heat up to the target temperature. Accordingly it turns the heating on a bit earlier to achieve that temperature at the scheduled time.	
Optimum Stop	Enable or disable	The PTD analyses the temperature rise and fall pattern and accordingly turns the heating off a bit earlier than the scheduled time, although ensuring that a comfortable temperature is always maintained. This effect may not be noticeable but is a great measure to save energy and bring down your fuel expenses.	
Edit Date/Time	Edit date	<p>Set the current date by making adjustments to the date –</p> <p>Year/Month/Day</p> <p>Refer section Adjusting the date and time settings for details.</p>	The PTD will function according to the set date.
	Set time format	<p>Set the time format. You have the option for 12 or 24-hour clock setting. Refer section Adjusting the date and time settings for details</p>	
Add sensors	<p>This option enables you to attach a new external temperature sensor with a zone in the heating system.</p> <p>Refer section Adding another zone (PTD,</p>	The sensor is added to the system	

	Sensor or Wired device)	
Add wired device	This option enables you to attach a wired device with a zone in the heating system.	The wired device is added to the system

4.1 Advance settings


To access the options grouped under this menu, you require the User or Owner PIN. By default, the PIN is set to **1854**. Details are available in the full user guide.


4.2 Installer settings

Most users will not need to use these settings. This section is mostly useful for local authorities or those involved in managing housing associations. To access the options grouped under this menu, you require the Installer PIN. Once received, you can change it according to your preference, using the **Change PIN** option. If you lose your PIN, contact the support team at support@securemeters.com

4.3 System modes

Your PTD has three heating modes: **Home**, **Away** and **Summer**

Mode	Description	Switching/Setting
Home	This is the default mode in which the PTD follows the heating, hot water and timer schedules applied by the user. In this mode, the temperature set point and boost settings can be changed locally on the PTD as well as through the mobile app.	Press the Home-Away button to toggle between the two modes. You can change the default Away temperature in the PTD, by clicking Settings .
Away	The system will maintain a fixed pre-set temperature. Heating, timer and hot water (including boost) schedules will not work in Away mode, until it is cancelled.	In the mobile app, tap the  settings icon on the top right to view this option.
Summer	Switch to this mode if you wish to restrict heating control in all defined zones to frost protection mode. In this mode, all heating and timer schedules will stop however, hot water will continue to work (including boost functionality). You cannot change heating and timer settings on the PTD or mobile app but hot water and	Refer section Applying the summer mode to set the device in Summer mode. The default temperature is set at 5 degree Celsius but this can be changed from the Settings

	boost settings can be modified.	menu of the PTD. In the mobile app, tap the  icon on the top right to view this option.
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4.4 Adjusting the date and time settings

The PTD should already have the correct time and date when you unbox it, but can be amended if required:

1. Press the top menu button and navigate to the **Settings** menu (If required press +/- until you reach the menu)
2. Press the +/- buttons until you reach the **Edit Date/Time** submenu and then confirm.
3. The **Edit Date** screen appears with the day flashing. Press +/- to adjust the day and then confirm. (Long press the +/- buttons to advance the day more quickly.)
4. Next the month starts flashing. Press +/- to adjust the month and then confirm. (Long press the +/- buttons to advance the day more quickly.)
5. Next the month starts flashing. Press +/- to adjust the month and then confirm. (Long press the +/- buttons to advance the day more quickly.)
6. Next the year starts flashing. Press +/- to adjust the year and then confirm.
7. Next set the required time format and confirm. The following options are available
 - 24-hour format
 - 12-hour format

Based on the chosen format, the Edit time screen will appear. Press +/- to adjust the time in hours and minutes and then confirm. (Long press the +/- buttons to advance the time more quickly.)

4.5 Adding another zone (PTD, Sensor or Wired device)

You can add additional devices to the system either using the PTD or the mobile app. For example, you can add a temperature sensor or wired device to a spare zone using the PTD. To add an additional PTD, you will need to use the mobile app.

Tap **Settings> Manage device> Add device>Choose from the 3 options >Select zone**

Note:

It is possible to control the schedule of an existing wired thermostat or other device switching less than 3A

This is particularly relevant if you are upgrading from the Channel Plus range and wish to use the existing wired thermostats:

Adding a device from the PTD:

If you have a spare zone and wish to control this with an additional sensor, follow the process below:

1. Press the top menu button and navigate to the **Settings** menu (If required press +/- until you reach the menu).
2. Press the +/- buttons until you reach the **Add sensor** submenu and then confirm.
3. Select the required zone and then confirm. You must have a free zone to choose, the system will alert you if you have no free zones. Follow the on screen instructions and then confirm.

Alternatively, in the mobile app, tap **Settings> Manage device> Add device – PTD/Temperature sensor/Wired Device >Select zone** and follow the instructions.

4.6 Factory Reset

Sometimes it is necessary to completely reset the system. This involves removing all the system devices back to their original factory settings. When this is done, you will need to re-establish the connection between the PTD and receiver. To reset the system do the following:

1. On the PTD (you can choose any one in the system, if multiple are deployed), navigate to **Advanced settings** using pin code 1854.
2. Next scroll to **Reset system** and choose **Yes**.
3. The PTD will confirm the reset is done and ask you to power cycle the receiver (C1727/H3747).
4. Switch the receiver off for 20 seconds and switch the power back on again.
5. When all the lights appear on the receiver press and hold the **Channel select** button for 7 seconds to put the receiver in pairing mode.
6. This will be confirmed by a flashing LED on the receiver
7. Then press and hold the menu button on the PTD for 2 seconds and it will search for and find the receiver.
8. Answer the setup questions on the PTD and it will once again start controlling the system. You can now reorder your zones or add extra sensors or PTD as required.

Note:

If you were using the mobile app previously then you will need to tap the three-lined menu



on the top left. Next, choose **Add new system** to reconnect. All users will have been removed and will need to be invited if WIFI or re-join if Bluetooth only. Any extra devices will also now need to be added again.

5 Installing the receiver (C1727/H3747)

The thermostat and receiver are already paired out of the box and have default schedule as well. The C1727 uses the standard 6 pin wall plate and the H3747 the 9 pin one. Both have volt free contacts. The links to the full installation guides if required can be found at the beginning of this guide. The below covers installing both C1727 and H3747 onto a heating system.

If you are going to control hot water with the system, the PTD will ask you this during setup and if **Yes** is selected the water terminal is automatically assigned as shown below. Where 2 port valves are used they should be spring return.

The mains supply terminals are intended to be connected to the supply by means of fixed wiring. The recommended cable sizes are 1.0mm or 1.5mm

Always isolate the mains before carrying out electrical work

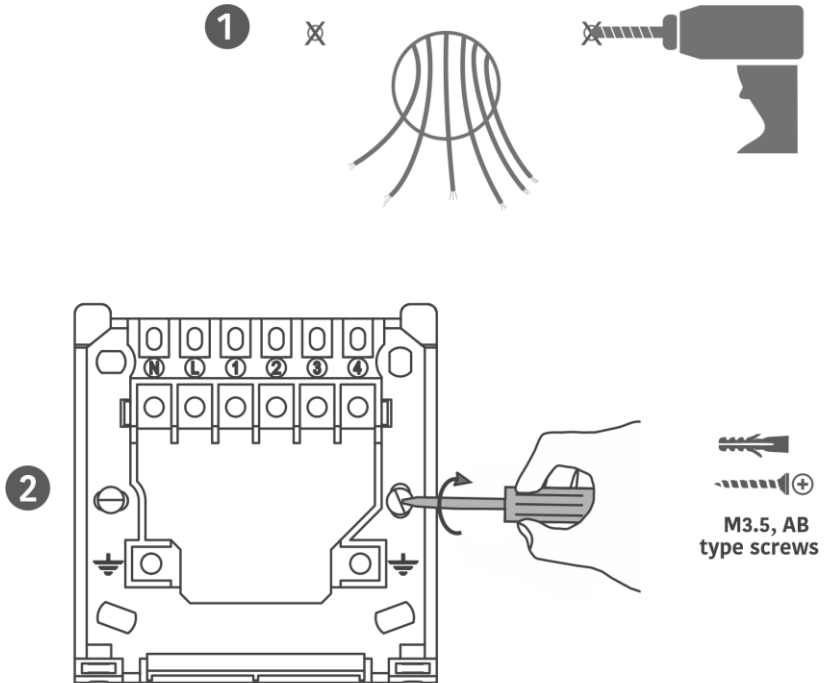
Note:

All illustrations are for reference purposes only.



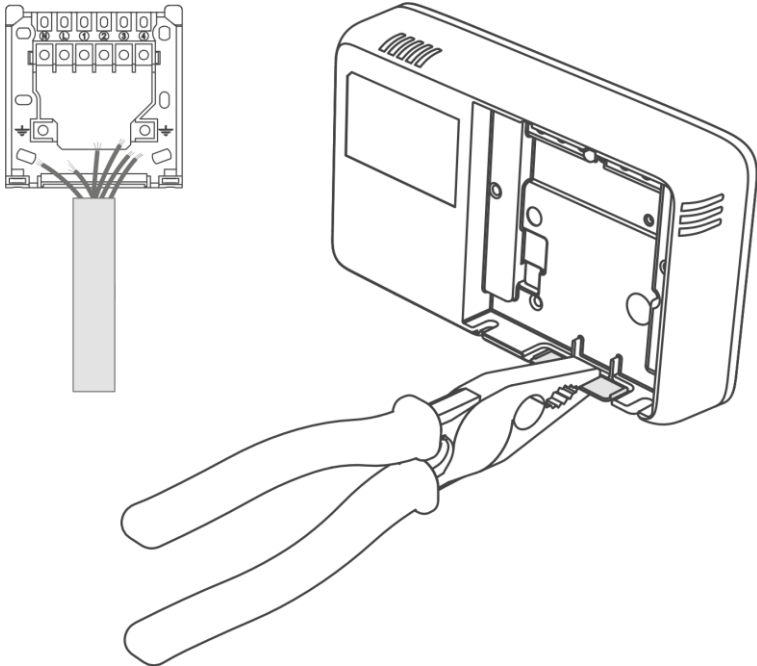
The Secure Controls products require electrical connections at Mains voltage and must only be installed by a suitably competent person, in accordance with Part P of the Building Regulations, BS 7671:2008, (e.g. an electrical contractor registered with an authorised competent person self-certification scheme).

5.1.2 Drill the holes and secure the mounting plate



5.1.3 In case of surface wiring (optional)

Break the surface wiring knockout provided on the receiver before proceeding further



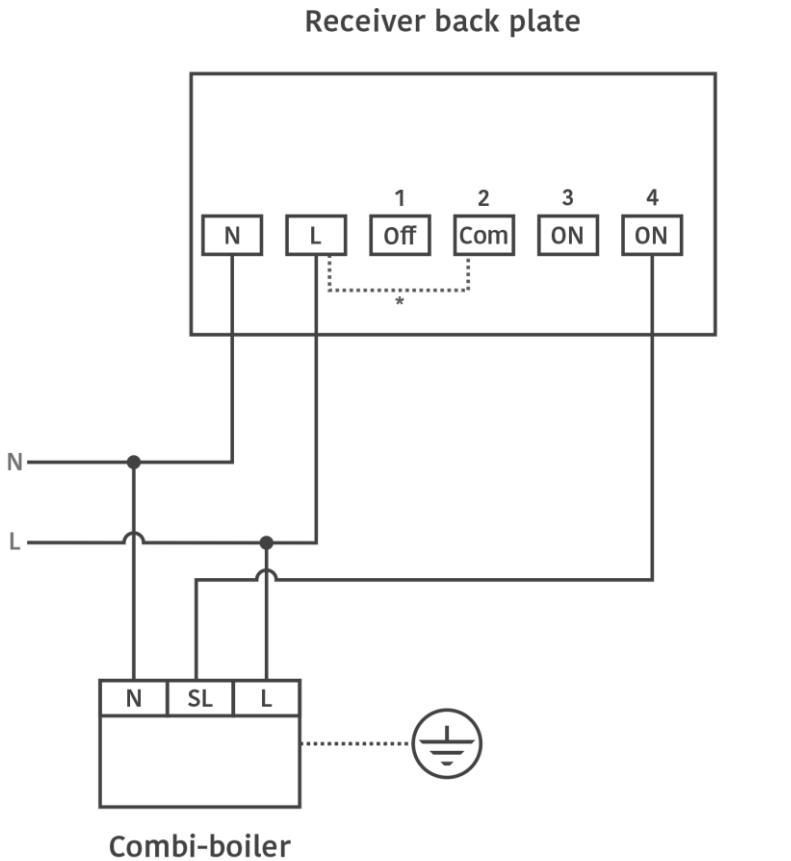
Note : Perform this step only if you have surface wiring.

5.1.4 Make connections

In all the following cases for the C1727

- Terminal 1 is hot water off
- Terminal 2 is the common
- Terminal 3 is heating zone 2 or hot water live, if installed
- Terminal 4 is the main heating live
- In a typical single heating zone system only terminals 2 and 4 are required.

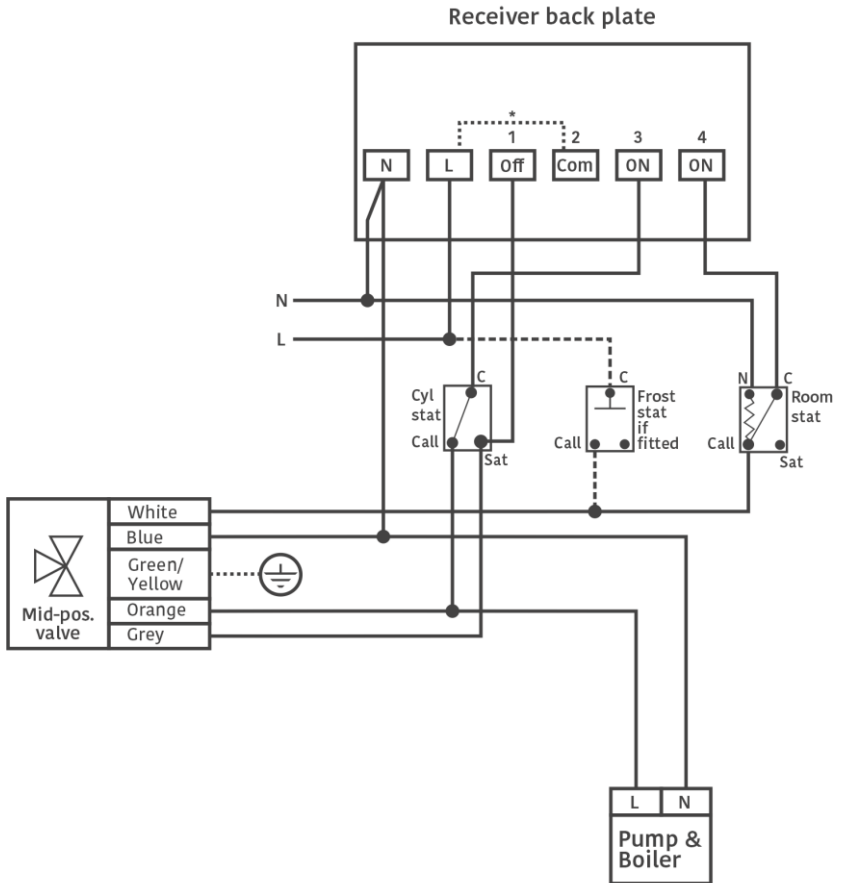
230 V Combi-boiler connection



N - Neutral, L - Live, SL - Switched Live

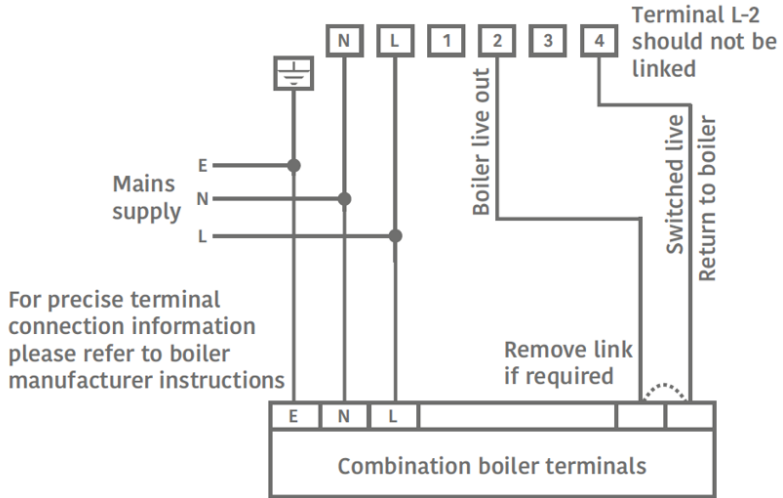
***Note :** The receiver has voltage free contacts. A link between terminal L and terminal 2 is required for mains voltage applications.

3 Port Valve or Y Plan



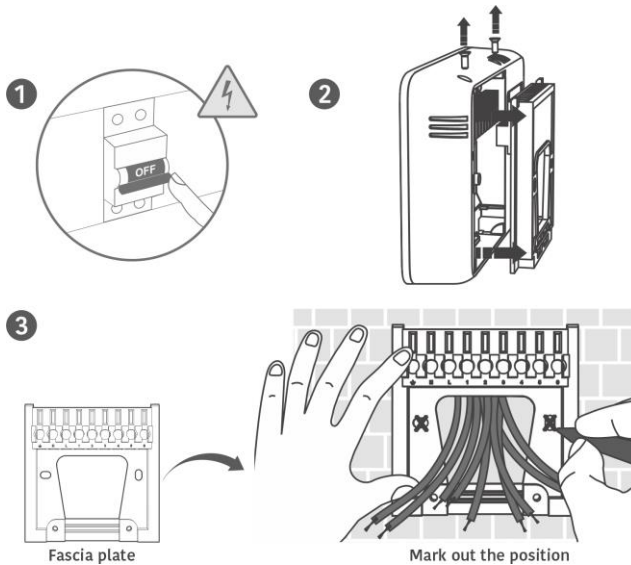
***Note :** The receiver has voltage free contacts. A link between terminal L and terminal 2 is required for mains voltage applications

Typical combination boiler installation



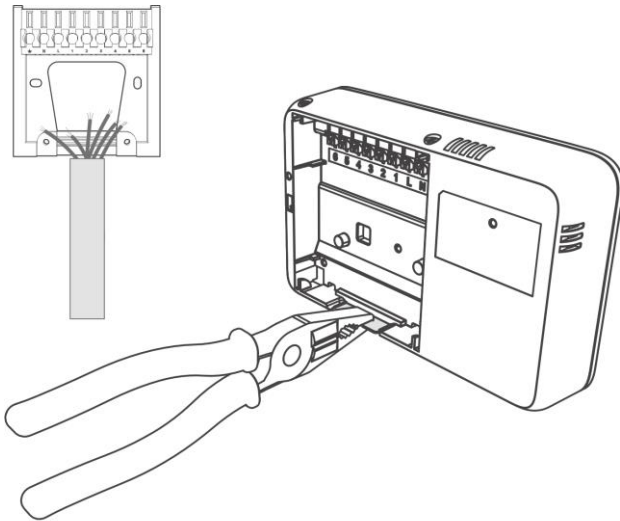
E - Earth, N - Neutral, L - Live

5.2 Installing the H3747



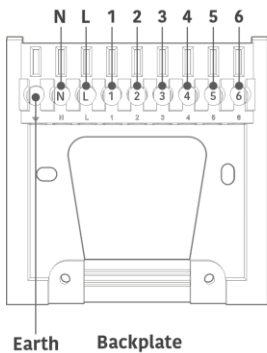
5.2.1 In case of surface wiring (optional)

Break the surface wiring knockout provided on the receiver before proceeding further.



Note : Perform this step only if you have surface wiring.

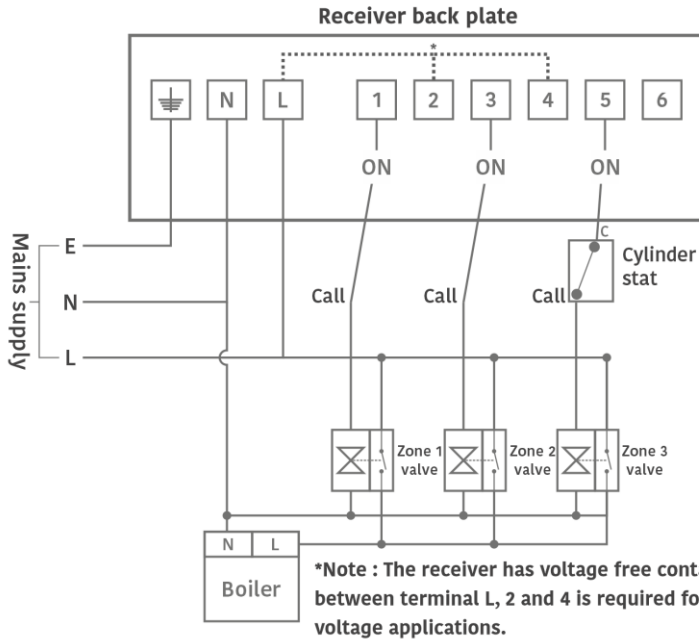
5.2.2 Label your wires



Pin	Label	Pin description
E	Earth	Earth
N	Neutral	Neutral
L	Live	Live
1	On 1	Zone 1 On
2	COM 1/2	COM
3	On 2	Zone 2 On
4	COM	COM
5	On 3	Zone 3 or hot water On
6	On 4	Zone 4 On

5.2.3 Making the connections

2 zone heating and hot water system



Note: Connections shown for mains operated 2x heating zone + 1x water heating system. These may vary for different boiler types.

The above diagram is for the common 3 zone system, to see more diagrams go online to get the full installation guide for the H3747.

The PTD supplied with the H3747 is assigned to control heating for zone 1 terminal 1 by default. If hot water is required, this will be assigned to terminal 5. You can add more zones as required by following the instructions earlier in this guide, then wiring the switch live into the relevant terminal.

6 Upgrading from Channel Plus

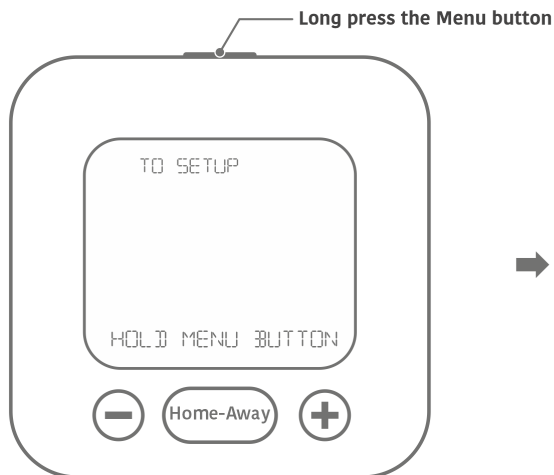
The H3747 uses the same wall plate as the Channel plus range and only requires a simple wiring change in most cases. If you have existing regular thermostats you wish to use, make sure the switch live for these are in the appropriate terminals then choose “Add Wired Device” from either the PTD or the app and select the zone number to assign them to. You will then be able to control the schedule for these zones.

Take extra care with any existing links already on the back plate, as they may no longer be in the right terminals. Also bear in mind some Channel Plus such as the H37XL were already internally linked whereas the H3747 is volt free and you may now need to make new links in this case.

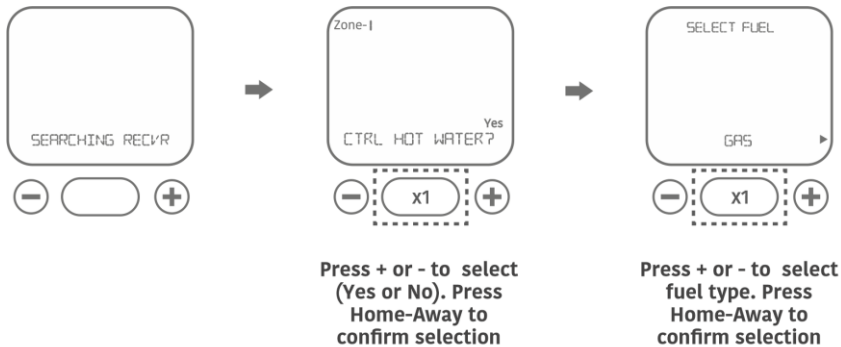
6.1 Commissioning the PTD

6.1.1 Establish communication with the receiver

Long press the Menu button to establish communication between Receiver C1727 and PTD



Notes: The PTD has great temperature sensitivity and you may observe a sudden rise in ambient temperature during the commissioning process triggered by the touch of your hand. This is only temporary.



6.1.2 Communication established

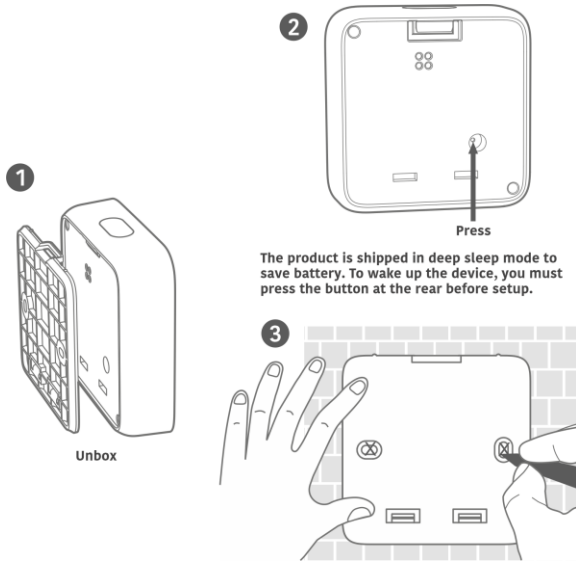


PTD after establishing communication with the receiver

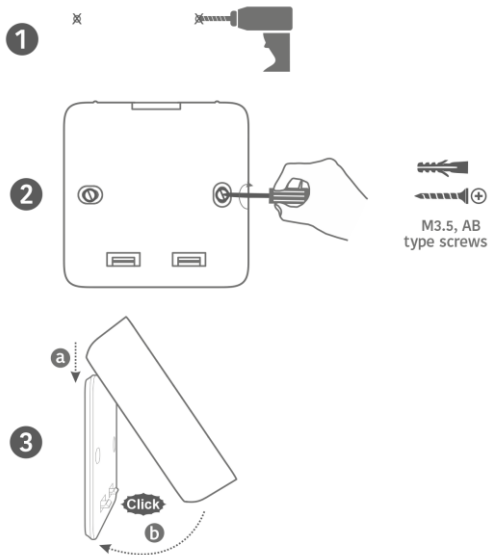
7 Installing the PTD

The PTD should be placed approximately 1.5 meters above floor level, in 'free space', away from draughts and sources of heat or electrical interference.

7.1.1 Mark out the mounting position

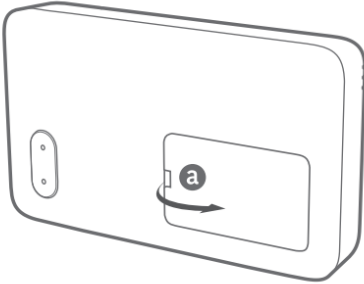


7.1.2 Fit the PTD

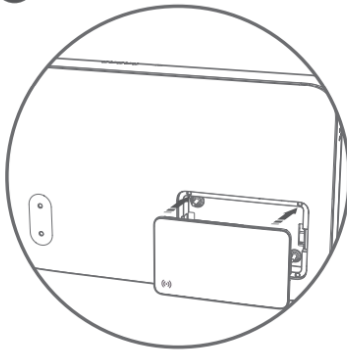


7.2 Inserting the Optional Wi-Fi card

1 Remove the dummy cover




2 Plug in the WiFi adapter




Power off the receiver and insert the Wi-Fi card. To do this simply remove the dummy cover on the front of the receiver and plug in the Wi-Fi card. Switch the receiver on and wait for the lights to appear

Now open the mobile app and tap the

three-lined menu  on the top left. Next, choose **Add new system** and scan the QR code on the front face of the receiver. **If you are prompted to retain previous users say NO and continue.**

The system will be added and the app will then ask for the Wi-Fi password. Make sure you are connected to the main router and not an access point to complete the process.

To add or change the Wi-Fi password

at any time, tap the settings  icon on the top right of the mobile app home screen. Next select Wi-Fi settings.

To confirm Wi-Fi joining has been successful, you can do the following:

1. Switch the Bluetooth off in your mobile phone Settings
2. Next on the app home screen, try adjusting the temperature.

You will now be the owner of the system and can use the **Manage Users** option in the app to invite more people to join your system.

Even if you were using the app before you inserted to WIFI card, you still need to Add the system again from the app.

7.3 Product technical specifications

7.3.1 Programmable Thermostat Display PTD

Programmable Thermostat Display PTD	
Operating temperature	0°C to 40°C
Storage temp. range	-20°C to +70°C
Relative humidity	0% to 95% non condensing
Pollution degree	2
Ingress protection	IP30
Battery specifications	Non replaceable 2x A Lithium-ion, 3.6 V, 3600 mAh (each)
Battery life	12 years
Wireless communication	2.4 GHz RF
Standards	1) BS EN/EN 300-328 2) Safety standards: BS EN/IEC 62368-1 3) BS EN/EN 301 489-1, 17 (RED) 4) RoHS 2 5) WEEE

7.3.2 Receivers C127 and H3747

Receiver H3747	
Operating temperature	0°C to 40°C
Pollution degree	2
Ingress protection	IP30
Rated input voltage	230V ± 10% AC
Relay contact voltage rating, Ch1 to Ch4	Volt free (max 230/240 V AC)
Relay current rating	3(1) A maximum
Storage temp. range	-20°C to +70°C
Relative humidity	0% to 95% non condensing
Wireless communication	WiFi (2.4 GHz) , 2.4 GHz RF
Standards	1. Safety : Class II as per BS EN 60730-1, BS EN/EN 60730-2-7, BS EN/EN 60730-2-9 2. BS EN/EN 301 489-1,17 3. BS EN/EN 300-328 4. RoHS 2 & REACH 5. WEEE


8 Appendices

8.1 Controlling PTD using the mobile app (Multiple users)

The app is optional and lets you control your system locally via Bluetooth or remotely if the Wi-Fi card is installed


1. To connect to the system for the first time after setting up the PTD and receiver. Download the Simple Controls mobile app.
2. Next complete the registration process and login.
3. Choose the **Add new system** from the left menu and follow the screen instructions. The PTD must already be working with the receiver before the app can be used.
 - To enable Local control – Multiple users can locally control the same system using the mobile app via Bluetooth, without the need for Wi-Fi. To enable control, each user must open the app, on the home page, tap the three lined



icon  at the top left and choose **Add new system**, then follow the instructions and scan the QR code on the receiver. If the app states **Other users are logged into this system, would you like to keep them?**, tap **Yes**. Now all connected users can use the app to locally control the schedule or set points of all the zones in the PTD. In this case, there is no owner but only users.

- To enable Remote control – The pre-requisite for this is that the receiver which is pre-paired with the PTD must have a Wi-Fi adapter. For systems with the Wi-Fi adapter, the owner or main user needs to open the mobile app and tap the



- three lined icon on the top left. . Next tap **Manage users**. From here an invite can be emailed to anyone who wants access to the system. Make sure the user to be invited has already downloaded and registered their app. The invite will appear in the **My invitations** section on Android or the home screen on iPhone users. All registered users can adjust the set point or schedule the PTD for any zone as well as adding and removing devices. Only the owner can change the Wi-Fi password. If you have added a WIFI card to an existing system, select Add new system and re scan the QR code to become the owner before you try to invite users.

8.2 Controlling an existing wired thermostat or other wired device using the PTD

It is possible for your system to control the schedule of an existing wired thermostat, or other device that does not switch more than 3A.

1. From the PTD navigate to **Settings** and select **Add wired Device** then press **Home-Away** and chose the relevant zone you want to control
2. If using the mobile app, tap **Settings** at the top right, next tap **Add new Device**, then choose **Wired devices** and the relevant zone number. The C1727 can control up to 2 zones and the H3747 can control up to 4
3. Make sure the switch live is in the appropriate terminal of the receiver, the wiring will be stated in the relevant installer guide
4. You will now be able control the on / off times for the zone from either the PTD or the app

9 FAQs

9.1 Setup and Commissioning


Q) The system has changed significantly, or you want delete everything and start again

A) This can be achieved by factory resetting your system and re-pairing it. To do this go to **Advanced settings** in the PTD using 1854 as the passcode and select the option to **Factory reset** the system, then follow the on screen prompts. The full instruction to reset then repair the system are in section 6.2 earlier in this guide

Q) I have invited a user to my system, but the invite is still pending

A) The user needs to have the app installed on their smart phone to receive the invite.



Once done, tap the three lined icon on the top left  Next tap **Manage users**.

Q) Why is the app only showing the set temperature but not the ambient temperature?

A) If you have recently reset the system the PTD temperature might not register straight away, this will resolve itself within 15 minutes

Q) How can I tell which sensor or PTD is controlling which zone?

A) The device information part of the app (right menu) will mention the zone and serial number of the PTD or sensor assigned to it. This serial number is also printed on the back of the units to easily help with identification.

Q) My PTD states "PTD or device information on the screen"

A) If you have reset the system and are trying to re-pair, this usually means the receiver is not in pair mode, press and hold the top part of the channel select button on the receiver for 7 seconds then try again

Q) My PTD has "**Comms error**" on the screen or a flashing triangle at the top

A) If you have reset your system then your receiver is not in pairing mode, press the channel button for 7 seconds and try searching on the PTD again. Alternatively, your PTD is simply out of range of the receiver, try moving it closer to the receiver while calling for heat and they should start communicating again.

Q) I cannot join my WIFI and receive an error message saying the app cant connect to my router

A) During first setup make sure you are trying to connect direct to the main router and not an access point, in particular a 5G only access point. The same message will also happen if the WIFI password is wrong

Q) I have inserted the WIFI card and set the password, how can I test it

A) Open the app and check you are the owner in Manage Users section. Only WIFI system have an owner, Bluetooth only wont store anything here and you will see the message "No information available". If you are the owner listed, then switch Bluetooth off on the phone off and start using the app

9.2 Operation and use

Q) What are the receiver buttons for when the system is setup

A) The channel buttons function as BOOST buttons once the system is setup. They will boost the relevant heating or water zone for an hour when pressed

Q) I have a message that my app cannot contact the receiver

A) If you are Bluetooth only this can happen if the phone is too far away from the receiver and can be fixed by simply moving closer. The range of your receiver should cover most homes and several floors however if the receiver is in a cupboard or next to a thick wall

this can reduce signal range. Upgrading to WIFI removes this issue altogether as the system always chooses WIFI when possible

Q) I have a padlock symbol on my PTD and cannot change any of the settings

A) This indicates that the landlord setting has been enabled and the programs cannot be altered, contact the landlord for further information.

Q) There is a warning triangle on the PTD screen and its flashing

A) The system is displaying a warning message and there will be a message in the PTD, press the Menu button and select the Warning option to read it. This could be a warning that a battery is low, or a thermostat has lost communication, or that the WIFI has dropped out if connected. The zone number with the issue will also be mentioned

Q) My system is coming on even during the off-schedule time

A) If you have enabled optimum start then the system can wake up earlier to try to be at the right temperature when you require it. You can choose to set optimum start on or off in the options

Q) I cannot adjust the temperature beyond a specific range

A) The landlord options of this unit can lock a minimum and maximum range which stops the PTD or app going beyond a certain limit, contact the landlord for further information.

Q) My PTD has a service warning on the screen telling me to contact a telephone number

A) This indicates the boiler service reminder has been set by the homeowner and they should be informed straight away to ensure the boiler is properly serviced

Q) My system is supposed to be controlling hot water but the PTD or app does not have hot water anywhere

A) During setup the system asks if hot water is going to be controlled and assigns a dedicated terminal for it if this is required. If the system is setup and there is no hot water then simply factory reset the system using the PTD and choose **Yes** when the hot water question is asked on the PTD

The instructions to reset and re-pair the system are described under Factory Reset

Q) I cant connect the WIFI at all when setting up for the first time

A) Navigate to Manage Users section of the app, only WIFI connected systems have anything here, if you see "No information available" then this system is Bluetooth only

If there is a name here and they are the owner then only they can change the WIFI password. Assuming there is no owner then choose Add new system then answer NO to retaining previous users, this makes you the owner and you can now add the WIFI password in the right settings menu and connect, as well as inviting users

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