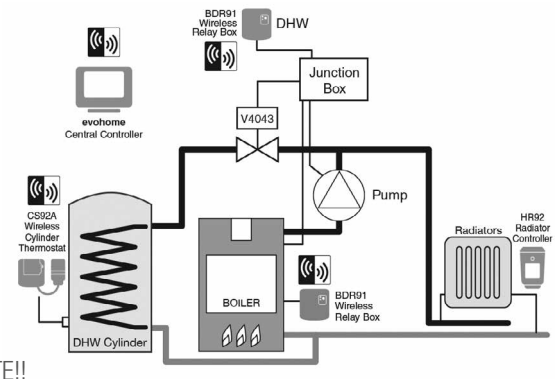
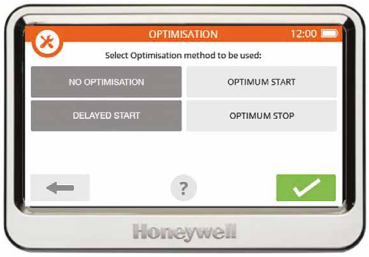
| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | **Heating will activate when there is a hot water demand.** | Boiler relay 'double bound' as heating relay. | If a system has been set up and the Wireless Relay Boxes are moved to a new function, the relay binding must be cleared or it will continue to carry out its original function. You may need to refer to the wiring diagram in the Appendix of the Installer Guide. |
| evohome | **Loss of communication, sluggish response.**<br><br>**Fault log communication loss and restore.** | Relays positioned too close together or next to metal items. | If you're fitting a Wireless Relay Box (BDR91) to your boiler, zone valve or Sundial valve Mount the Wireless Relay Box on a non-metal surface at least 30cm from your boiler, other wireless devices or metal objects. |
| evohome | **S Plan Plus – how do I control more than one heating zone valve?** | Ideally you should simplify the installation however in certain cases it is possible to control an S Plan plus system | CAUTION ADVANCED APPLICATION*<br>Either wire both/all heating zone valves into the Heating relay<br>(n.b. they will all open on a heat demand from any zone)<br><br>Or<br><br>Bind multiple relays in at Heating valve in the Guided Config.<br>All relays need to be in listening mode when the binding signal is sent from the evohome controller.<br>(n.b. they will all open on a heat demand from any zone). |
| evohome | **Why can't I adjust the cycle rate and minimum run time?** | System configured as S Plan or Y Plan (no boiler relay to control heat demand). | Configure system as follows<br>Stored hot water and zoned heating system. This system needs HR92s or other zoning solutions for the radiators.<br><br>  <br>NOTE!!<br>If a system has been set up and the Wireless Relay Boxes are moved to a new function, the relay binding must be cleared or it will continue to carry out its original function. |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | **Local Override – why doesn't it show on main schedule?.** | This depends on what device you are using for local override. | A wireless thermostat (e.g. DTS92E or Y87RF) will apply the local override to the entire zone and this will be shown on the evohome central controller.<br><br>A wireless radiator thermostat (e.g. HR92UK) will only override that device and not the whole zone; it will not show up on the evohome central controller. |
| evohome | **Where is the hot water temperature set?** | This is setup in the installer mode and is not adjusted during normal operation. | Enter installer mode and go to PARAMETER SETTINGS<br>Under *Hot water Parameters* you can adjust the HOT WATER TEMPERATURE.<br> |
| evohome | **Is there any way that the BDR91 heating demand relay could be prevented from activating on individual zones?** | This is a fundamental rule with evohome.<br><br>Whenever there is a heat demand in a zone either the heating valve relay or boiler relay is switched on. | The only way you can avoid this is to setup the evohome central controller with no Boiler Demand (boiler relay).<br><br>Or<br><br>No heating valve (at Sundial Valves level).<br> |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | **The HR92 adaptor does not fit my TRV.** | There are different size and different thread fittings on some competitors TRVs. | **Supplied with HR92**<br>**standard adaptor** fits on most currently manufactured TRV's with an M30 x 1.5mm thread.<br>**optional adaptor** allows Honeywell HR92 Radiator Controllers to fit Danfoss RA TRV's.<br><br>**Optional accessories**<br>(must be ordered separately)<br>**ACH28** adaptor allows Honeywell HR92 Radiator Controllers to fit TRV's with an M28 x 1.5mm thread.<br>**AOV30** adaptor allows Honeywell HR92 Radiator Controllers to fit TRV's with an M30 x 1.0mm thread.<br>**EVA1-Danfoss** adaptor allows Honeywell HR92 Radiator Controllers to fit Danfoss RAV and RAVL TRV's. |
| evohome | **How to I access and modify the Optimisation settings?** | To modify the Optimisation settings, enter INSTALLER MENU then: | PARAMETER SETTINGS<br> <br>OPTIMISATION<br> <br>You can make multiple selections.<br>  <br>Press the green tick to confirm and exit. |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | I have bound my Gateway to my evohome but it only shows me a Single Zone on the app? | | **There has been an issue when binding the Gateway to your evohome Controller, follow the process below and this will rectify your issue.**<br><br>**Clear gateway binding** (very important) press and hold gateway button (under base) for >5 seconds until RF LED (middle) goes out.<br><br>**>>> Customer should now remove power from the gateway, wait a few seconds, then reconnect power.**<br><br>**Clear gateway binding at evohome Controller**<br>Press and hold "SETTINGS" button on home screen for >5 seconds until "SYSTEM CONFIGURATION" screen appears.<br>Press green tick to proceed to "INSTALLATION MENU"<br>Press "SYSTEM DEVICES" button<br>Press "REMOTE GATEWAY" button<br>Press "NO REMOTE GATEWAY" button"<br>Press back arrow button to return to "INSTALLATION MENU"<br><br>**Put gateway in to binding mode**<br>Press gateway button for ~1 second until RF LED starts flashing green.<br><br>**Bind evotouch to gateway**<br>From "INSTALLATION MENU" screen:<br>Press "ADD GATEWAY" button<br>Press green BIND button in the centre of the screen.<br><br>If binding is successful, the evotouch will show "SUCCESS" screen, and gateway RF LED will go solid green.<br>If binding is unsuccessful, repeat ALL steps.<br><br>Please wait 5 minutes before checking that the APP has all the correct zone information. |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | I want to change the order of the Zones on the app but I can't. | | The zone ordering is not synchronized by the system. Changing the zone order on the evohome will not be reflected on the app, and vice versa. |
| evohome | I want my evohome to display the Outside Temperature. | | The display of the outside temperature weather on the evohome device is not available right now. For users who are keen to know the current weather information, we have invested in ensuring this is displayed on the TCC app, including a 3 day weather forecast which gives far more detail.<br><br>The lack of outside temperature display has NO impact on the control algorithms and fuzzy logic. Honeywell are committed to continually bring improvements where possible. Displaying outside weather on the evohome display is on the development plan and could feature in the future system updates. |
| evohome | I found the outside temperature sensor setting, can I still use it? | | The advanced settings do allow for legacy evohome/hometronic users to include the HB85 weather sensor, to be used with the evohome. This has NO impact on the control algorithms and fuzzy logic. Honeywell are committed to continually bring improvements where possible. Displaying outside weather on the evohome display is on the development plan and could feature in the future updates. |
| evohome | When I launch the Total Connect app, it asks for an Activation Code, Phone Number and PIN.<br><br>Where do I find these? | | You have not downloaded the correct app, please visit the Google Playstore or the Apple App Store and search for Total Connect Comfort and select the European Version of the App. |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | How do I bind in a Single Zone Thermostat as a Sensor for my evohome installation? | | **On the evohome Controller**<br>1 Press and hold "Settings" for 5 seconds<br>2 Press the green tick<br>3 Press ZONE SETTINGS<br>4 Press EDIT ZONE<br>5 Press on the required zone<br>6 Press the button next to "Sensor:"<br>7 Press REMOTE RF DEVICE'S SENSOR<br><br>**On the Single Zone Thermostat**<br>8 Power up the Single Zone Thermostat<br>9 Press and hold on the left touch zone (just below and to the left of the display) for approximately 10 seconds until a flashing 'Bo' is displayed<br>10 Turn the dial clockwise until a flashing 'Co' is displayed<br>11 Press the left touch zone once to send the binding signal to the evohome Controller (you should receive a message on the evohome Controller to say the binding signal was received). |
| evohome | The Windows app is not functioning properly. | | The app you are contacting us about is not from Honeywell or been developed by Honeywell. Please contact the publisher for support. |
| evohome/ Single Zone/ Voice | When I attempt to login to the app I get "Authentication Failed". | | This happens when the user downloads the incorrect app (North American Version), make sure you are downloading the Total Connect Comfort Europe App. If the correct app has been downloaded and the issue is still presenting itself, please escalate with Consumers registered email address. |
| evohome | What valve bodies do I need to order for my HR92's? | | If you need to order valve bodies for your HR92's then you can order our V120-15A (angled valve body) or our V120-15S (straight valve body). |

| Thermostat Product Group | Honeywell Part Number | Description | Product Type | ErP Class | % |
|---|---|---|---|---|---|
| Multi Zone | ATC928G3000 | Evohome Connected Programmable Thermostat (Spare) | Wireless | Class VIII | 5% |
| | ATP921R3100 | Evohome Connected Programmable Thermostat (Base Pack)` | Wireless | Class VIII | 5% |
| Connected Digital Room Thermostat | TH9320WFV8004 | Connected Voice Programmable Thermostat | Wired | Class IV | 2% |
| | Y87RF2024 | Low Voltage Thermostat (Connected with RFG100) | Wireless | Class V | 3% |

Honeywell

| Product | Issue | Cause | Resolution |
|---|---|---|---|
| evohome | I am receiving an email advising that my Gateway (RFG100) has lost comms with the Server or evohome. | | 1. Is the lost communication happening frequently and fixes itself every time?<br>- Action: Via Internet Service Provider<br>- Impact: TCC functions as it is supposed to by reporting when it does not hear from the gateway for more than 15 minutes<br>2. Has the lost communication happened and the internet LED (left) on the gateway shows RED or ORANGE (meaning communication has not been restored)?<br>- Action: The user can reboot (power cycle) the wireless router so that it restarts fresh<br>- Impact: after the reboot, the communication should be restored<br>3. Has the lost communication happened and the internet LED (left) on the gateway shows GREEN (meaning communication supposedly restored)?<br>- Action: The user can force the lost communication to really take place by unplugging the gateway from the router for 20 minutes and plugging it back in<br>- Impact: forcing the lost communication to take place and clearing it should erase the alarm<br>- Action: if this does not work, submit registered email address Consumer Support. |

"Unfortunately we are unable to support products that are bought outside the current approved countries of supply or products that are not certified for use within that country. Moreover we would actively discourage any intention to use or install as non-certified products are not manufactured or tested to local requirements and could deliver a poor experience or possibly even be dangerous. Please work with a locally recognised Honeywell supplier to source a product that is local and certified for use."

For further information on any Honeywell heating control product please visit www.honeywelluk.com.

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