HubController®
Welcome guide

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www.thehubcontroller.com

Welcome to Hub Controls

Welcome to our community of **Hub**Controller® users. As a user of our product, you are helping manage your own household energy usage and our overall energy consumption as a nation.
Our vision is to **Eliminate Energy Wastage in the Home** and we believe that the future looks green.
Please join us on Facebook:

@thehubcontroller

Or visit our website:
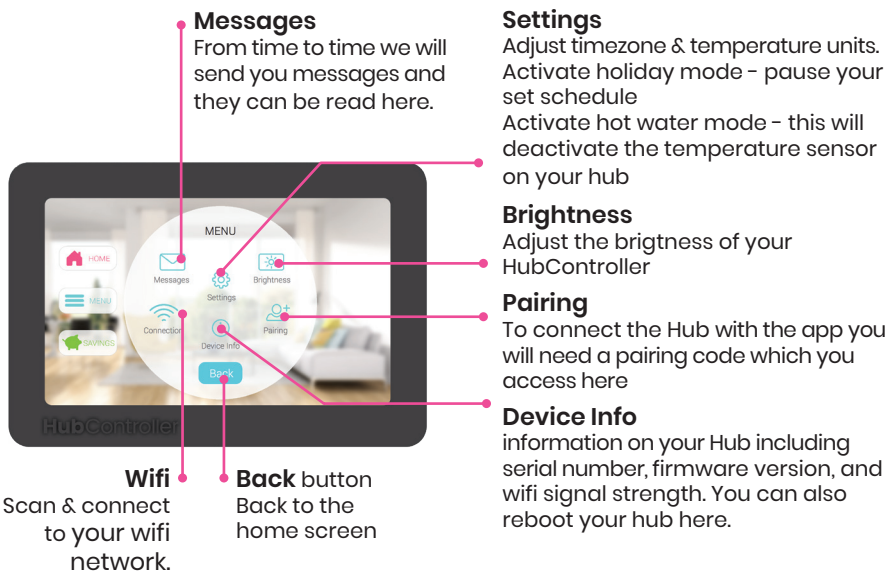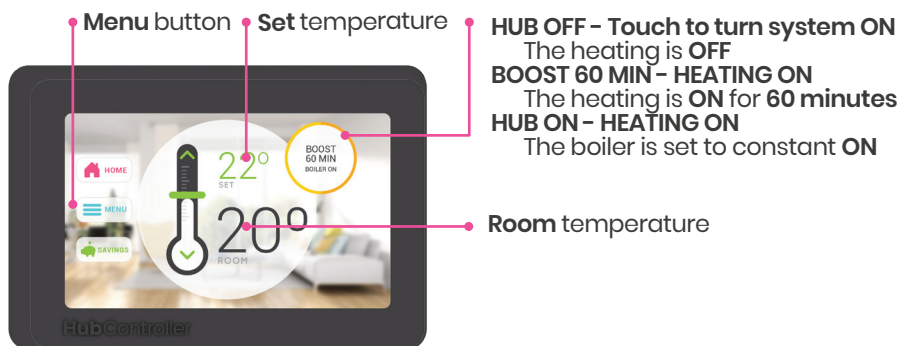
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In this welcome guide we will show you the functionality of the Hub, its settings and connectivity, to both your wi-fi and mobile networks. During your installation, the Hub will be commissioned by the installer team and should be ready to go. We have included a few troubleshooting steps if either your Hub becomes disconnected from networks or in the rare event it becomes unresponsive. Please keep the small black tool left by the installer team safe, as this may be needed to reboot the system. So please make yourself familiar with this guide and again welcome to the community.

You are making a difference.

Menu button   **Set** temperature

HUB OFF - Touch to turn system ON
   The heating is **OFF**
BOOST 60 MIN - HEATING ON
   The heating is **ON** for **60 minutes**
HUB ON - HEATING ON
   The boiler is set to constant **ON**

22°
SET

BOOST
60 MIN
BOILER ON

20°
ROOM

HOME

MENU

SAVINGS

HubController

Room temperature

Messages
From time to time we will send you messages and they can be read here.

Settings
Adjust timezone & temperature units.
Activate holiday mode - pause your set schedule
Activate hot water mode - this will deactivate the temperature sensor on your hub

MENU

Messages   Brightness

Settings

Connection   Pairing

Device Info

Back

HOME

MENU

SAVINGS

HubController

Brightness
Adjust the brigtness of your HubController

Pairing
To connect the Hub with the app you will need a pairing code which you access here

Device Info
information on your Hub including serial number, firmware version, and wifi signal strength. You can also reboot your hub here.

Wifi
Scan & connect to your wifi network.

Back button
Back to the home screen

If your **Hub**Controller® switches to HEATING OFF, don't worry...
That means that your set temperature is below the room temperature, your boiler won't turn on and your **Hub**Controller® started saving both energy and money!

Mobile App

Heating
Adjust the current temperature

Paired hubs
Access hubs paired to your app.

Messages
From time to time we will send you messages and they can be read here.

Schedule
Setting your schedule
The schedule can only be set within the app.
It can be accessed via the menu or swiping from right-to-left on the home screen.
In order to set your schedule, tap on the desired day and input when you want the heating to turn on and off and select create.
If you want to delete or modify an event in your schedule, select click on the green items and choose your desired option (DELETE or MODIFY)

Holiday Mode
this will pause your set schedule

Hub Spend
Once you complete a short survey with details on your fuel usage we can calculate and display your heating spend.

Meter Reading
In order to get a more accurate calculation of your heating spend you will need to submit multiple meter readings.
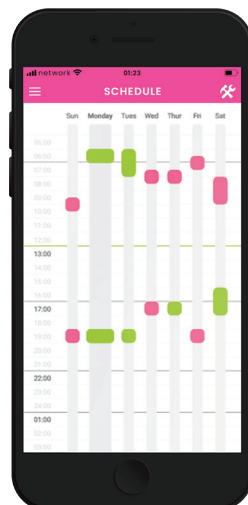
Help
Some useful information and troubleshooting tips

App home screen

App schedule

How can I restart the Hub Controller?

Go to 'MENU > DEVICE INFO > REBOOT'

**What do I do if my Hub Controller becomes unresponsive?**
If the screen becomes unresponsive or remains blank after multiple touches, you will need to perform a 'SYSTEM RESET'. In order to do this, you will need the black tool that came with your hub.

1. Place the black plastic tool, that the installer left you, on the left-hand side of the Hub Controller.
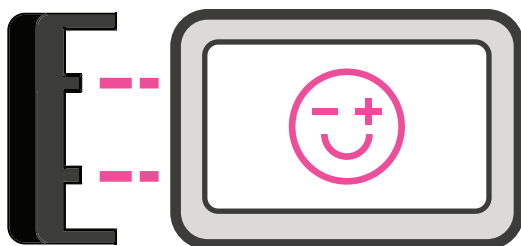
2. Make sure that the two teeth align with the release buttons. Insert the tool into the Hub Controller and then press towards the Hub.

3. The left side of the device will disconnect from the back backplate and you can then remove it. Once you have it off you just need to click it back on.

CLICK

Troubleshooting
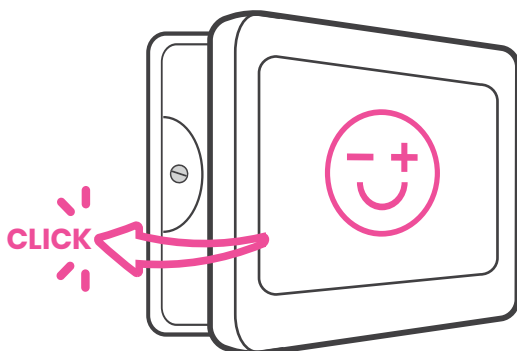
What to do if your Hub Controller loses its wifi connection?

1. Unplug your router or modem from its power outlet (don't just turn off)
2. Wait 15-20 seconds, then plug it back in.
3. Allow the device a minute or two to turn back on.

If I change broadband provider/get a new router how do I reconnect the hub to wifi?

1. On the Hub Controller, go to 'MENU' > 'WIFI' and select 'FORGET NETWORK'
2. Reboot the device (MENU > DEVICE INFO > REBOOT)
3. Select MENU > WIFI and connect to network

What is Eco-Mode?

Eco Mode is one of the four modes that your Hub Controller runs in (On/Off/Boost/EcoMode). When you see EcoMode on the display, it means that your heating is running in an optimised way, keeping you warm while saving you money.

What is Frost Protection?

If the temperature in your home drops below 5 degrees the hub will automatically activate your boiler.

Important

If your hub is saying that your heating is on but your boiler isn't firing, please contact support@hubcontrols.com as we will be able to help diagnose the problem and possible solutions.

Support:

Support Line: 01 908 1771
Email: support@hubcontrols.com
Monday – Friday: 9:00am – 5.30pm

Weekends:
For out of office support & weekend support
please email support@hubcontrols.com
 Weekend support hours: 9am – 5.00pm

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