How to use your Hive Thermostat
A warm welcome to Hive

It’s time to enjoy clever heating and hot water control with your Hive thermostat.

Hot tip: If you’ve bought Hive Active Heating™ for help controlling your heating and hot water remotely, visit hivehome.com

What can my Hive thermostat do?

Heating

- Turn your heating temperature up or down using the dial
- Set up a schedule for your heating
- Boost your heating

Hot water

If you’ve got a separate hot water tank, you can control your hot water too.

- Turn your hot water on or off
- Set up a schedule for your hot water
- Boost your hot water

Other features

Troubleshooting

Hive Multizone
Heating

How to change mode:
Your thermostat has 3 different heating modes: Schedule, Manual and Off

1 Push the dial to wake up the thermostat.
2 Once the screen turns on press the Menu button and select Heat.
3 Here you’ll see the different modes: Schedule, Manual and Off.
4 Select one by turning and pushing the dial.

Schedule turns your heating on and off when you want it to and can be more energy efficient.

Manual makes sure your home maintains a constant temperature.

Off leaves your heating in Frost Protection – so your heating will only come on if your home drops below 7°C. You’ll see 🍃 on the screen to remind you that Frost Protection is enabled.
Heating

Setting up a heating schedule:
Your thermostat will walk you through setting up your heating schedule step by step.

To do this:
1. Wake up your thermostat by pushing the dial and then press the Menu button.
2. Turn the dial to select Heat and push the dial to confirm.
3. Select Schedule and push the dial to confirm.
4. Scroll to Start Over and push the dial to confirm.
5. Follow the on-screen instructions to create your new schedule.

How to view your heating schedule:
1. Push the dial to wake up the thermostat.
2. Once the screen turns on press the Menu button.
3. Turn the dial to select Heat, then push the dial.
4. Choose Schedule then select View/Edit Current.
5. Turn the dial left or right to browse through the days and to select a day.
6. You’ll now see the schedule for the day you selected.

Hot tip: To edit the schedule for that day just push the dial.
How to boost your heating for a short time:

1. Press the Heating Boost button on top of the thermostat to turn the heating on for one hour.
2. Press the Heating Boost button again to increase the length of your boost.
3. Turn the dial to change the boost temperature (it’s set to 22°C by default).
4. When the boost finishes, your heating will go back to its previous mode.
5. To cancel boost early, press the Back button.

Hot water

Hot water features are not shown on combi boilers (without a separate hot water tank) as they automatically heat water when it’s needed.

How to turn your hot water on or off:

1. Wake up your thermostat by pushing the dial.
2. Once the screen turns on press the Menu button.
3. Turn the dial to select Hot Water, then push the dial.
4. Choose either Always On or Always Off.
5. Press the Confirm button.

Hot tip: If you only want hot water at certain times of day, using Schedule mode could be more energy efficient.
Setting up a new hot water schedule:
Your thermostat will walk you through setting up your hot water schedule step by step.

To do this:
1. Wake up your thermostat by pushing the dial and press the Menu button.
2. Turn the dial to select Hot Water and push the dial to confirm.
3. Select Schedule and push the dial to confirm.
4. Scroll to Start Over and push the dial to confirm.
5. Follow the on screen instructions to create your new schedule.

How to view your hot water schedule:
1. Push the dial to wake up the thermostat.
2. Once the screen turns on press the Menu button.
3. Turn the dial to select Hot Water, then push the dial.
4. Choose Schedule then select View/Edit Current.
5. Turn the dial left or right to browse through the days and to select a day.
6. You’ll now see the schedule for the day you selected.

Hot tip: To edit the schedule for that day push the dial to start editing.
How to boost your hot water for a short time:

1. Press the Hot Water Boost button on top of the thermostat to turn the hot water on for one hour.
2. Press the Hot Water Boost button again to increase the length of your boost.
3. When your boost finishes, your system will go back to your previous mode.
4. To cancel your boost early, press the Back button.

More things you can do with your thermostat

- Select Holiday mode and set the dates you’ll be away by going to Menu then Holiday.
- Set a Child Lock so little hands can’t change the temperature, find it under Menu then Settings.
- Increase the temperature of your Frost Protection setting. By default this is set so your home won’t drop below 7°C and will activate whatever mode your heating is in. Find it under Menu then Settings.
Troubleshooting

A red battery symbol means your batteries need to be replaced with four new AA batteries.

How to change the batteries:

1. Press the tab on the base of your thermostat.
2. Lift your thermostat off the hooks that hold it against the wall (and turn it over to access the batteries).
3. Simply pop the batteries out and put the new ones in.
4. Re-hook the top of your thermostat and then press the bottom until it clicks to secure it to the wall.

No signal

If this message shows on your thermostat – it means your thermostat and receiver aren’t communicating.

For more information visit hivehome.com/help or get in touch with the Hive team at help@hivehome.com

Hot tip: When there is no signal the ‘Status’ button on the receiver will be red. You can manually switch your heating and hot water on and off. To do this press the central heating and hot water buttons on the receiver (usually fitted beside your boiler).
Icons you might see on your thermostat

1. Current day and time  
   MON 19:25
2. Hot water mode
3. Heating mode
4. Heating on  
   ON
5. Actual temperature  
   ACTUAL
6. Confirm button
7. Menu button
8. Back button
9. Target temperature  
   TARGET
10. Frost Protection
11. Boost time remaining  
   3:17:12
Customise your thermostat cover

Different coloured frames are available for your Hive thermostat, discover more at hivehome.com

To change your thermostat frame:

1. Press the tab on the base of your thermostat.
2. Lift your thermostat off the hooks.
3. Hold your thermostat in one hand with the dial in your palm.
4. With your other hand, squeeze together the two tabs shown on the back of your thermostat.
5. Slide the frame off the back of your thermostat.
6. Your new frame will slide on from the back of your thermostat and click into place.
Hive Multizone

Multizone lets you control up to three existing plumbed heating zones in your home. Each zone needs its own Hive thermostat and receiver.

If you are a Hive Multizone customer, to change the zone name of each thermostat log in to the Hive app or online dashboard and select Manage Devices.

Troubleshoot

If you need to identify which of your Hive thermostats belongs to which receiver follow these steps:

1. Turn the heating off in every zone using the app or thermostats.
2. When you look at the receivers the ‘central heating’ light should be switched off on each receiver.
3. Turn the heating on in one zone only by using the app or thermostat. The ‘central heating’ light on one receiver will turn green showing that this thermostat is paired to this receiver.
4. Repeat these steps to identify which receivers your other thermostats are paired with.

For more information on Hive Multizone, please visit hivehome.com/help
To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.

Can we help?
To get the most from Hive, view our handy how-to-use videos along with hints and tips at hivehome.com/help or email us at hive@bordgais.ie

The Hive family is growing
Soon you’ll be able to control lights, plugs, window or door sensors and motion sensors all from the Hive app.
Discover more at hivehome.com
Your thermostat is a Class I temperature control and contributes 1% to seasonal space heating energy efficiency.

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