

Genius Hub Support Knowledge Base

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Genius Installation Manual V5

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Genius Trouble Shooting Wizard V5.6.6

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- Doctor - Electric Relay
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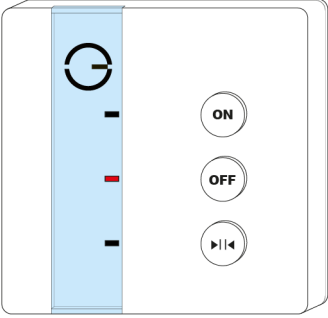
- Genius App & Hub Changelog
- Re-adding A Dual Channel Receiver
- Re-adding A Single Channel Receiver
- How to - Remove and refit the Genius Radiator Valve
- Scheduling Genius Smart Plugs

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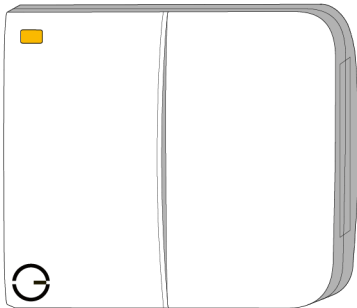
Removing a Dead Powered Room Thermostat
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Fixing the communication to a Powered Room Thermostat
2022-07-28 • updated by Matthew Hart • view change
Device communication time
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underfloor-heating user-
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Browse by device

Device	Related Articles
	<p>Single Channel Receiver</p> <ul style="list-style-type: none"> • Controlling the Single Channel Receiver with the Genius Hub powered off • Fixing the communication to a Single Channel Receiver • Re-adding A Single Channel Receiver • Removing a Dead Single Channel Receiver <p>Doctor - Genius Hub</p> <ul style="list-style-type: none"> ◦ Login error - the app cannot connect to the Genius Hub (HUB-C) ◦ Login error - the Genius Hub is not connected to the cloud (HUB-C) ◦ Login error - the Genius Hub software is not responding (HUB-C) ◦ Login error - the app cannot connect to the Genius Hub (HUB-B) ◦ Login error - the Genius Hub is not connected to the cloud (HUB-B) ◦ Login error - the Genius Hub software is not responding (HUB-B) <p>Doctor - Genius Radiator Valve</p> <ul style="list-style-type: none"> ◦ Adding A New Genius Radiator Valve ◦ Re-adding A Genius Radiator Valve ◦ Reconfiguring a Genius Radiator Valve ◦ Removing a Dead Genius Radiator Valve ◦ Checking that a radiator valve body is working ◦ Fixing the communication to a Genius Radiator Valve ◦ Re-mounting A Genius Radiator Valve ◦ Changing Low Batteries In The Genius Radiator Valve ◦ Batteries have leaked in the Genius Radiator Valve ◦ Changing Flat Batteries In The Genius Radiator Valve ◦ Genius Radiator Valve Offset Temperature <p>Doctor - Wireless Room Thermostat</p> <ul style="list-style-type: none"> ◦ Adding A New Genius Room Thermostat (HI-WRT-D) ◦ Re-adding A Genius Room Thermostat (HI-WRT-D) ◦ Reconfiguring a Genius Room Thermostat (HI-WRT-D) ◦ Removing a Dead Genius Room Thermostat (HI-WRT-D) ◦ Fixing the communication to a Genius Room Thermostat (HI-WRT-D) ◦ Changing Low Batteries In The Genius Room Thermostat (HI-WRT-D) ◦ Changing Flat Batteries In The Genius Room Thermostat (HI-WRT-D) ◦ Batteries have leaked in the Room Thermostat (HI-WRT-D) ◦ Re-adding A Genius Room Thermostat (DA-WRT-C)

- Adding A New Single Channel Receiver
- Controlling a Plinth Heater
- What are Electric Relays?
- 5. Installing the Underfloor Receiver Units
- Technical Documents
- 3. Installing the boiler Receiver Units
- Doctor - Motion Sensor
 - Batteries have leaked in the Room Thermostat (DA-WRT-C)
 - Changing Flat Batteries In The Genius Room Thermostat (DA-WRT-C)
 - Changing Low Batteries In The Genius Room Thermostat (DA-WRT-C)
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 - Fixing the communication to a Genius Room Thermostat
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 - Removing a Dead Genius Room Thermostat
 - Reconfiguring a Genius Room Thermostat



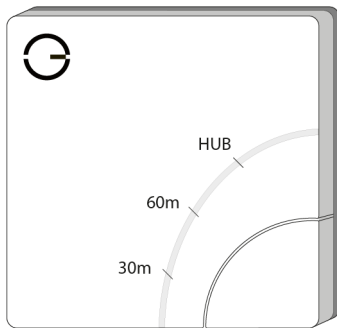
Dual Channel Receiver

- Controlling the Dual Channel Receiver with the Genius Hub powered off
- Adding A New Dual Channel Receiver
- Doctor - Powered Room Thermostat
 - Changing Flat Batteries In The Genius Motion Sensor
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- Doctor - Range Extender
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- Doctor - Room Sensor

- Fixing the communication to a Dual Channel Receiver
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 - Why isn't my wet under floor heating up?
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 - Doctor - Smart Plug
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 - Not Device Related
 - Adding A New Generic Z-Wave Device
 - Checking that an actuator is working
 - Checking that a zone valve is working
 - Checking that the boiler is working
 - Creating a new zone
 - Hot Water On/Off not heating up to temperature
 - Hot Water Temperature zone not heating up to temperature
 - No temperature assigned to zone
 - No temperature reported by the Hot Water Time & Temperature add-on
 - No Weather Data for a system
 - Re-adding A Generic Z-Wave Device
 - Zone using the assumed temperature
 - Zone using the external temperature

General - Information

- Why isn't my radiator or heating up?
 - Adjusting the responsiveness of the Genius Radiator Valve
 - App changes not saving and app flicking back to what it was set on before
 - Balancing a Genius Hub system
 - Battery level hasn't updated since the batteries were changed
 - Boiler is firing when the heating is turned off
 - Bringing on the boiler with an Underfloor zone
 - Can Genius control my boiler?

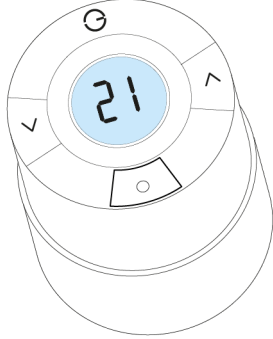


- Why can't I logon to my Genius Hub?
- Technical Documents
- 3. Installing the boiler Receiver Units
- Can I control my wet Underfloor Heating?
- Cannot logon after Genius Hub app update
- Cannot logon to the Genius Hub
- Can the Genius Hub control Heat Pumps?
- Can two people use the app?
- Connecting the Genius Hub to the Internet through a power line adapter
- Controlling an open plan area
- Controlling a Plinth Heater
- Controlling Electric Underfloor Heating (or Wet Underfloor with a sensitive floor covering)
- Controlling lights to mimic occupancy using Genius Room Sensors and Smart Plugs
- Controlling radiators without Genius Radiator Valves
- Controlling the Dual Channel Receiver with the Genius Hub powered off
- Controlling the heating and hot water manually

Electric Switch

- Controlling Electric Underfloor Heating (or Wet Underfloor with a sensitive floor covering)
- Adding A New Electric Switch
- Adding A New Temperature add-on
- Fixing the communication to an Electric Switch
- Controlling towel rails/radiators
- Device communication time
- Factory resetting a Genius Radiator Valve
- Factory resetting a Genius Room Sensor
- Factory resetting a Genius Smart Plug
- Factory resetting the Genius Room Thermostat
- Factory resetting the Wireless Room Thermostat
- FAQs of battery-powered devices
- FAQs of Footprint Mode
- Genius Radiator Valve controlling the temperature with a Genius Room Sensor
- Genius Radiator Valve error codes
- Genius Radiator Valve is making a noise when heating
- Genius Radiator Valve not controlling a radiator properly
- Genius Radiator Valve responding slowly to change in temperature on the app
- Genius Radiator Valves, Room Thermostats and Room Sensors all in the same zone
- Genius Radiator Valve taking a long time to warm up - outflow side of the plumbing
- Genius Radiator Valve turns radiator off when a window is opened
- Genius Smart Plug switched on unexpectedly
- Get a blank screen when loading the app
- Hot Water control using a Genius Radiator Valve stops working
- How can you test if the Dual Channel Receiver is faulty?
- How does the system communicate?
- How secure is the system?
- How Temperature Hierarchy works
- How the Genius Radiator Valve controls the temperature accurately
- How to manually control the Dual Channel Receiver when it is disconnected from the Genius Hub

- Re-Addin • How to manually control the Single
g A Channel Receiver when it is
Time • disconnected from the Genius Hub
and • How to - Remove and refit the
Temp • Genius Radiator Valve
eratur • How to - Reset or change the
e • username / forgot the password
addon • Hub time is wrong
• If This Then That (IFTTT)
- Re- • JK Floorheating - Underfloor heating
addin • not coming on when Electric Switch
g An • shows a solid red light
Electr • Lockable Manual TRV
ic • Logon to the Genius Hub using the
Switch • local IP address
- Reco • Multiple devices not communicating
nfigur • No temperature displayed for Hot
ing a • Water zone
Hot • Positioning the Genius Hub Smart
Water • Plugs or Range Extenders
Time • Radiator Valve doesn't report room
& • temperature on app
Temp • Remove old & redundant devices off
eratur • the Genius Hub
e • Restarting the Genius Hub
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an • temperature but the boiler does not
Electr • come on or the boiler stays on
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Switch • The difference between remote,
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ving • (boiler controller) has stopped
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olling • Using If This Then That (IFTTT)
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/radia • floorheating system?
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up? • Room Thermostat
• What to do if a zone is not reaching
temperature



- 6. Installing the Electric Heating
- Factory resetting the Genius Room Thermostat (HI-WRT-D)
- Tips for using the Powered Room Thermostat
- Hard Wired Actuators for Thermostatic Radiator Valve Bodies (TRV bodies)
- Valve Exercise Routine - Reset time of operation

Genius Radiator Valve

- Locking the controls of the Genius Room Thermostat
- Can the system be used in mainland Europe?
- Controlling lights with Genius Room Sensors and Genius Smart Plugs

Genius App Development Info

- Adjusting the responsiveness of the Genius Radiator Valve
- Genius App & Hub Changelog
- Genius Hub R&D Roadmap (2020 - 2022)

Testing Procedures

- Checking that the boiler controller is working
- Identifying whether the Genius Radiator Valve or the Radiator itself has a fault
- Is my Genius Radiator Valve working correctly?
- Why can't I logon to my Genius Hub?
- Why isn't my hot water heating up?
- Why isn't my radiator heating up?
- Why isn't my wet underfloor heating up?

How to articles

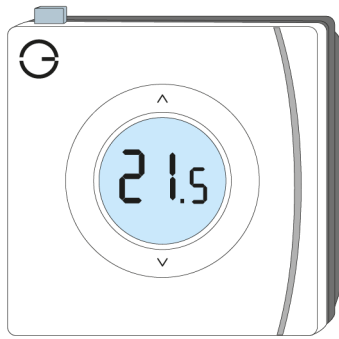
Troubleshooting articles

- Radiator Valve responding slowly to change in temperature on the app
- Genius Radiator Valve turns radiator off when a window is opened
- Checking that a radiator valve body is working

- Removing a Dead Genius Room Thermostat at (HI-WRT-D)
- Removing a Dead Genius Room Thermostat at (HO-WRT-B)
- Checking that a zone valve is working
- Checking that an actuator is working
- Checking that the boiler is working
- Genius Radiator Valve error codes
- Genius Radiator Valve not controlling a radiator properly

- How the Genius Radiator Valve controls the temperature accurately
- Hot Water control using a Genius Radiator Valve stops working
- Using other Z-Wave equipment on the Genius Hub system
- Videos on installing the Genius Radiator Valve
- What to do with the Genius Radiator Valve when carrying out maintenance, plumbing or decorating

- Removing a Dead Powered Room Thermostat
- 9. Installing the Radiator Valves
- Changing Low Batteries In The Genius Radiator Valve
- Fixing the communication to a Genius Radiator Valve
- Genius Radiator Valve Offset Temperature
- Adding A New Genius Radiator Valve
- Batteries have leaked in the Genius Radiator Valve
- Changing Flat Batteries In The Genius Radiator Valve

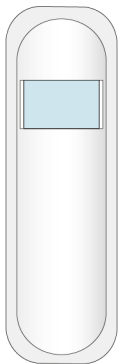


Genius Room Thermostat

- [Reconfiguring a Genius Room Thermostat \(HI-WRT-D\)](#)
- [4. Installing the Wireless Thermostats](#)
- [Adding A New Genius Room Thermostat](#)
- [Adding A New Genius Room Thermostat \(HI-WRT-D\)](#)
- [Adding A New Wireless Room Thermostat \(HO-WRT-B\)](#)
- [Changing Flat Batteries In The Wireless Room Thermostat \(HO-WRT-B\)](#)

- Changing Low Batteries In The Genius Room Thermostat at (DA-WRT-C)
- Changing Low Batteries In The Genius Room Thermostat at (HI-WRT-D)
- Batteries have leaked in the Room Thermostat at (DA-WRT-C)
- Batteries have leaked in the Room Thermostat at (HO-WRT-B)
- Changing Flat Batteries In The Genius Room Thermostat at (DA-WRT-C)

- [Changing Flat Batteries In The Genius Room Thermostat \(HI-WRT-D\)](#)
- [Re-adding A Genius Room Thermostat \(DA-WRT-C\)](#)
- [Re-adding A Genius Room Thermostat \(HI-WRT-D\)](#)
- [Re-adding A Wireless Room Thermostat \(HO-WRT-B\)](#)

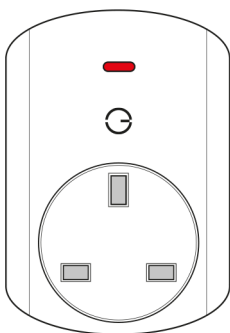


Genius Room Sensor

- [FAQs of Footprint Mode](#)
- [Changing Flat Batteries In The Genius Motion Sensor](#)

- [Changing Low Batteries In The Genius Motion Sensor](#)
- [Re-adding A Genius Motion Sensor](#)
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- [Removing a Dead Genius Room Sensor](#)

- Adding A New Genius Room Sensor
- Battery has leaked in a Room Sensor
- Changing Flat Batteries In The Genius Room Sensor
- Changing Low Batteries In The Genius Room Sensor
- 10. Installing the Room Sensors
- The difference between remote, zoned and smart control



Genius Smart Plug

- Genius Smart Plug switched on unexpectedly

- [Fixing the communication to a Genius Smart Plug](#)
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- [Multiple devices not communicating](#)
- [7. Installing the Smart Plugs](#)
- [Positioning the Genius Hub Smart Plugs or Range Extenders](#)
- [Factory resetting a Genius Smart Plug](#)
- [Controlling lights with Genius Room Sensors and Genius Smart Plugs](#)

- Controlling lights to mimic occupancy using Geniuses Room Sensors and Smart Plugs
- Scheduling Geniuses Smart Plugs
- 6. Installing the Electric Heating

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