

General - Information

- Adjusting the offset of the Powered Room Thermostat
- Adjusting the responsiveness of the Genius Radiator Valve
- Adjustments you can make with our Genius Hub Devices to fine tune your setup
- Alexa Genius Hub Smart Home Skill
- 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?
- 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 the system be used in mainland Europe?
- Can two people use the app?
- Commercial Documents
- 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 lights with Genius Room Sensors and Genius 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
- Controlling the Single Channel Receiver with the Genius Hub powered off
- Controlling the system with no internet
- Controlling towel rails/radiators
- Device communication time
- Differences between the Genius Radiator Valves
- Differences between the Genius Smart Plug
- Dual Band Smart Plug (PLG-E): Why are there two nodes on my system?
- Factory resetting a Genius Radiator Valve
- Factory resetting a Genius Radiator Valve (DA-WRV-E)
- Factory resetting a Genius Room Sensor
- Factory resetting a Genius Smart Plug
- Factory resetting an Electric Relay
- Factory resetting an Electric Switch
- Factory resetting a Powered Room Thermostat
- Factory resetting the Genius Room Thermostat
- Factory resetting the Genius Room Thermostat (HI-WRT-D)
- 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
- Hard Wired Actuators for Thermostatic Radiator Valve Bodies (TRV bodies)
- 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
- How to manually control the Single Channel Receiver when it is disconnected from the Genius Hub
- How to - Remove and refit the Genius Radiator Valve
- How to - Reset or change the username / forgot the password
- Hub time is wrong
- If This Then That (IFTTT)
- JK Floorheating - Underfloor heating not coming on when Electric Switch shows a solid red light
- Lockable Manual TRV
- Locking the controls of the Genius Room Thermostat
- Logon to the Genius Hub using the local IP address
- Managing your Support Tickets
- Multiple devices not communicating
- No temperature displayed for Hot Water zone
- Port Forwarding

- [Positioning Guidelines \(Smart Plugs and Range Extenders\)](#)
- [Powered Room Thermostat error codes](#)
- [Remove old & redundant devices off the Genius Hub](#)
- [Restarting the Genius Hub](#)
- [Rooms feel like different temperatures](#)
- [Scheduling Genius Smart Plugs](#)
- [Sockets Compatible with the PlugLock](#)
- [Technical Documents](#)
- [Temperature close to the target temperature but the boiler does not come on or the boiler stays on](#)
- [The Beta app has expired](#)
- [The charts are slow to load](#)
- [The difference between remote, zoned and smart control](#)
- [The Genius Radiator Valves - General Operation](#)
- [The Single or Dual Channel Receiver \(boiler controller\) has stopped communicating](#)
- [The two Genius Valves Adaptors](#)
- [Tips for using the Powered Room Thermostat](#)
- [Transferring Devices over to a new Genius Hub](#)
- [Turning The Genius Hub Off In The Summer](#)
- [Updating your Genius Hub](#)
- [Uses of the Genius Room Thermostat](#)
- [Using If This Then That \(IFTTT\)](#)
- [Using other heating controls with Genius Hub](#)
- [Using other Z-Wave equipment on the Genius Hub system](#)
- [Valve Exercise Routine - Reset time of operation](#)
- [Videos on installing the Genius Radiator Valve](#)
- [What are Electric Relays?](#)
- [What are In Wall Range Extenders?](#)
- [What do I need to add for my JK floorheating system?](#)
- [What do the Device Channels mean?](#)
- [What to do if a zone is not reaching temperature](#)
- [What to do if moving house](#)
- [What to do with the Genius Radiator Valve when carrying out maintenance, plumbing or decorating](#)
- [When to apply an offset](#)
- [Why do I have to enter the username and password each time I use the app?](#)
- [Why is my Hot Water not getting up to the temperature?](#)