

Genius Hub Support Knowledge Base

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Featured Articles

- Positioning Guidelines (Smart Plugs and Range Extenders)
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Recently updated articles

0. Install Contents
2024-01-17 • updated by Simon Turner • view change

Dual Band Smart Plug (PLG-E): Why are there two nodes on my system?
2024-01-03 • created by April Naoman
Genius Hub Support Knowledge Base
2024-01-03 • updated by Matthew Hart • view change

Positioning Guidelines (Smart Plugs and Range Extenders)
2023-12-21 • updated by Alasdair Woodbridge • view change

How to - Remove and refit the Genius Radiator Valve
2023-12-19 • updated by April Naoman • view change

Positioning Guidelines (Smart Plugs and Range Extenders)
2023-12-18 • updated by April Naoman • view change

Genius App & Hub Changelog
2023-12-14 • updated by Simon Turner • view change

Positioning Guidelines (Smart Plugs and Range Extenders)
2023-12-14 • updated by Matthew Hart • view change

Is my Genius Radiator Valve working correctly?
2023-12-14 • updated by Matthew Hart • view change

The Genius Radiator Valves - General Operation
2023-12-14 • updated by Matthew Hart • view change

Genius Hub R&D Roadmap (2024)
2023-12-12 • updated by Matthew Hart • view change

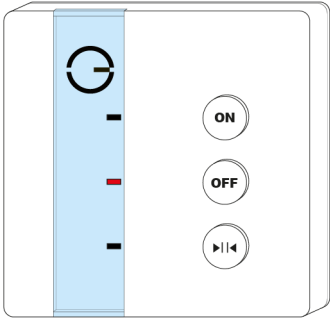
Genius Hub R&D Roadmap (2024)
2023-12-12 • updated by Simon Turner • view change

Port Forwarding
2023-11-28 • updated by April Naoman • view change

Port Forwarding
2023-11-27 • updated by Simon Turner • view change

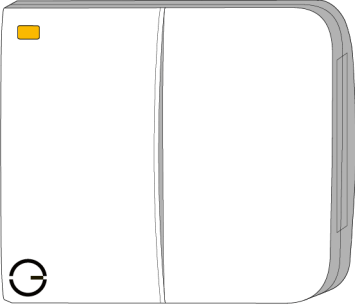
mart-plug system-setup t
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Browse by device

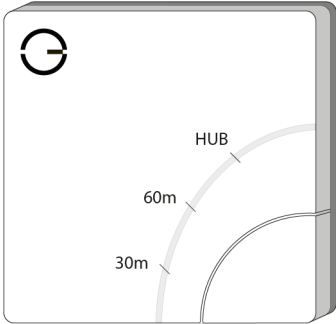
Device	Related Articles
	Single Channel Receiver • Technical Documents • Controlling a Plinth Heater • 5. Installing the Underfloor Receiver Units • 3. Installing the boiler Receiver Units • Re-adding A Single Channel Receiver • What are Electric Relays?

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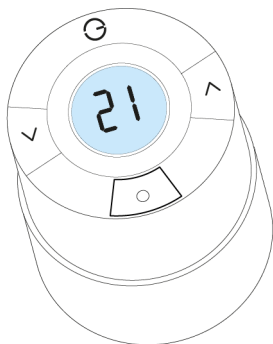
Genius Radiator Valve responding slowly to change in temperature on the app
2023-11-23 • updated by April Naoman • view change

	- Controlling the Single Channel Receiver with the Genius Hub powered off - Removing a Dead Single Channel Receiver - Fixing the communication to a Single Channel Receiver - Adding A New Single Channel Receiver	- 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) - 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) - Adding A New Wireless Room Thermostat (HO-WRT-B) - Re-adding A Wireless Room Thermostat (HO-WRT-B) - Reconfiguring a Genius Room Thermostat (HO-WRT-B) - Removing a Dead Genius Room Thermostat (HO-WRT-B) - Fixing the communication to a Genius Room Thermostat (HO-WRT-B) - Batteries have leaked in the Room Thermostat (HO-WRT-B) - Changing Flat Batteries In The Wireless Room Thermostat (HO-WRT-B) - Changing Low Batteries In The Wireless Room Thermostat (HO-WRT-B) - Fixing the communication to a Genius Room Thermostat - Adding A New Genius Room Thermostat - Removing a Dead Genius Room Thermostat - Reconfiguring a Genius Room Thermostat
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	- Why isn't my hot water heating up? - Why isn't my radiator or heating up? - Why isn't my wet underfloor heating up? 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
 The diagram shows a white square Genius Hub device with a 'G' logo in the top left corner. To the right of the device, two concentric curved lines represent a signal range. The outer line is labeled '60m' and the inner line is labeled '30m'. The label 'HUB' is placed between the two lines.	Electric Switch - Technical Documents - Controlling a Plinth Heater 14. Adding new devices 5. Installing the Underfloor Receiver Units 6. Installing the Electric Heating 3. Installing the boiler Receiver Units

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- Hot Water control using a Genius Radiator Valve stops working
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- How secure is the system?
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- How the Genius Radiator Valve controls the temperature accurately
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- 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

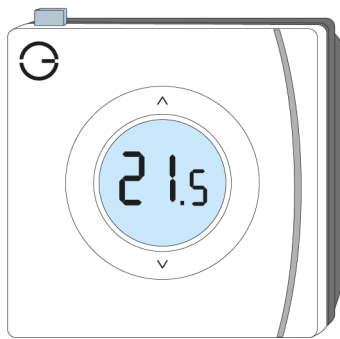


- Adding A New Time and Temperature add-on
- Technical Documents
- Temperature close to the target temperature but the boiler does not come on or the boiler stays on
- The Beta app has expired
- The charts are slow to load
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- The two Genius Valves Adaptors
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Genius Room Thermostat

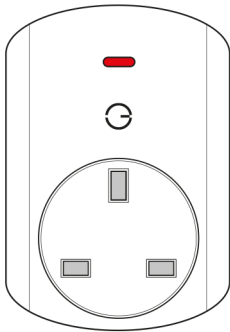
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