

# Genius Hub Support Knowledge Base

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app assign-device batteries boiler communication comparison compatibility configuration create-zone dead-node device devices-page doctor dual-channel-receiver edit-details electric-heating electric-relay electric-switch error factory-reset featured footprint-mode forgotten-password genius-hub genius-motion-sensor genius-radiator-valve genius-room-sensor genius-room-thermostat genius-smart-plug group-zone hot-water-temperature include-device installation-manual internet-connection ip-address linked-mode login manual-override mounting my-house noarchive-single off-mode offset override-mode pluglock powered-room-thermostat pre-heat radiator-valve range-extender remove-dead-node restart security sense-mode setup-pages single-channel-receiver

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- Positioning Guidelines (Smart Plugs and Range Extenders)
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- Genius App & Hub Changelog
- Adjustments you can make with our Genius Hub Devices to fine tune your setup
- Scheduling Genius Smart Plugs
- Re-adding A Single Channel Receiver
- Re-adding A Dual Channel Receiver

## 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

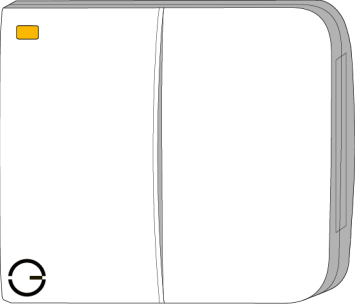
mart-plug system-setup t  
emperature-hierarchy tes  
ting-the-system timer-  
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ring z-wave zone-valve

Browse by device

Device	Related Articles
	<p><b>Single Channel Receiver</b></p> <ul style="list-style-type: none"><li>• Technical Documents</li><li>• Controlling a Plinth Heater</li><li>• 5. Installing the Underfloor Receiver Units</li><li>• 3. Installing the boiler Receiver Units</li><li>• Re-adding A Single Channel Receiver</li><li>• What are Electric Relays?</li></ul>

- Removing a Dead Electric Switch
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  - Checking that a radiator valve body is working
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  - 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
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  - Removing a Dead Genius Room Thermostat (HI-WRT-D)

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

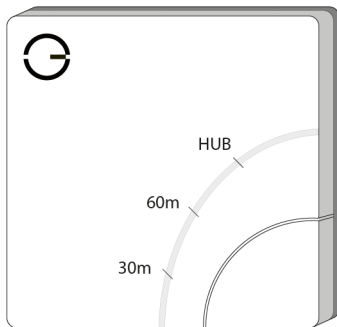
	<ul style="list-style-type: none"> <li>Controlling the Single Channel Receiver with the Genius Hub powered off</li> <li>Removing a Dead Single Channel Receiver</li> <li>Fixing the communication to a Single Channel Receiver</li> <li>Adding A New Single Channel Receiver</li> </ul>	<ul style="list-style-type: none"> <li>Fixing the communication to a Genius Room Thermostat (HI-WRT-D)</li> <li>Changing Low Batteries In The Genius Room Thermostat (HI-WRT-D)</li> <li>Changing Flat Batteries In The Genius Room Thermostat (HI-WRT-D)</li> <li>Batteries have leaked in the Room Thermostat (HI-WRT-D)</li> <li>Re-adding A Genius Room Thermostat (DA-WRT-C)</li> <li>Batteries have leaked in the Room Thermostat (DA-WRT-C)</li> <li>Changing Flat Batteries In The Genius Room Thermostat (DA-WRT-C)</li> <li>Changing Low Batteries In The Genius Room Thermostat (DA-WRT-C)</li> <li>Adding A New Wireless Room Thermostat (HO-WRT-B)</li> <li>Re-adding A Wireless Room Thermostat (HO-WRT-B)</li> <li>Reconfiguring a Genius Room Thermostat (HO-WRT-B)</li> <li>Removing a Dead Genius Room Thermostat (HO-WRT-B)</li> <li>Fixing the communication to a Genius Room Thermostat (HO-WRT-B)</li> <li>Batteries have leaked in the Room Thermostat (HO-WRT-B)</li> <li>Changing Flat Batteries In The Wireless Room Thermostat (HO-WRT-B)</li> <li>Changing Low Batteries In The Wireless Room Thermostat (HO-WRT-B)</li> <li>Fixing the communication to a Genius Room Thermostat</li> <li>Adding A New Genius Room Thermostat</li> <li>Removing a Dead Genius Room Thermostat</li> <li>Reconfiguring a Genius Room Thermostat</li> </ul>
	<b>Dual Channel Receiver</b> <ul style="list-style-type: none"> <li>Is my Genius Radiator Valve working correctly?</li> <li>Technical Documents</li> </ul>	<ul style="list-style-type: none"> <li>Doctor - Motion Sensor <ul style="list-style-type: none"> <li>Adding A New Genius Motion Sensor</li> <li>Re-adding A Genius Motion Sensor</li> <li>Reconfiguring a Genius Motion Sensor</li> <li>Removing a Dead Genius Motion Sensor</li> <li>Removing the Genius Motion Sensor from Security Mode</li> <li>Changing Flat Batteries In The Genius Motion Sensor</li> <li>Changing Low Batteries In The Genius Motion Sensor</li> <li>Fixing the communication to a Genius Motion Sensor</li> </ul> </li> <li>Doctor- Powered Room Thermostat <ul style="list-style-type: none"> <li>Adding a new Powered Room Thermostat</li> <li>Fixing the communication to a Powered Room Thermostat</li> </ul> </li> </ul>

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- Doctor - Room Sensor
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- Doctor - Smart Plug
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  - Fixing the communication to a Genius Smart Plug
  - Adding A New Smart Plug (PH-PLG-E)
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- Not Device Related
  - Adding A New Generic Z-Wave Device
  - Checking that an actuator is working
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  - Checking that the boiler is working
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  - No temperature assigned to zone
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  - No Weather Data for a system
  - Re-adding A Generic Z-Wave Device
  - Zone using the assumed temprature

- Why isn't my hot water heating up?
- Why isn't my radiator or heating up?
- Why isn't my wet underfloor heating up?
- Zone using the external temperature

## General - Information

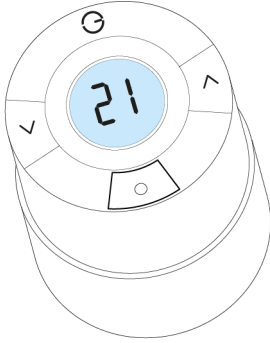
- Adjusting the offset of the Powered Room Thermostat
- Adjusting the responsiveness of the Genius Radiator Valve
- Adjustments you can make with our Genius Hub Devices to fine tune your setup
- Alexa Genius Hub Smart Home Skill
- App changes not saving and app flicking back to what it was set on before
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- Battery level hasn't updated since the batteries were changed
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- Can I control my wet Underfloor Heating?



## Electric Switch

- Cannot logon after Genius Hub app update
- Cannot logon to the Genius Hub
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- Can the system be used in mainland Europe?
- Can two people use the app?
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- Controlling Electric Underfloor Heating (or Wet Underfloor with a sensitive floor covering)
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- Controlling lights with Genius Room Sensors and Genius Smart Plugs
- Controlling radiators without Genius Radiator Valves
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- Controlling towel rails/radiators
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- Factory resetting a Genius Room Sensor
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- Factory resetting an Electric Switch
- Factory resetting a Powered Room Thermostat

- Fixing the communication to a Powered Room Thermostat
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- Factory resetting the Wireless Room Thermostat
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- 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
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- How to - Remove and refit the Genius Radiator Valve
- How to - Reset or change the username / forgot the password
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- JK Floorheating - Underfloor heating not coming on when Electric Switch shows a solid red light
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- Locking the controls of the Genius Room Thermostat
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- Remove old & redundant devices off the Genius Hub
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- Scheduling Genius Smart Plugs
- Sockets Compatible with the PlugLock



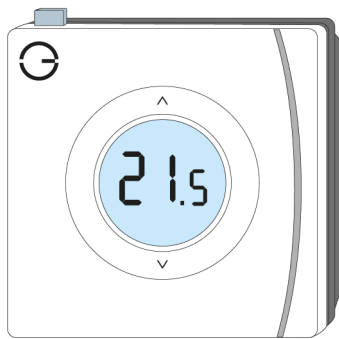
- Adding a New Time and Temperature add-on
- Technical Documents
- Temperature close to the target temperature but the boiler does not come on or the boiler stays on
- The Beta app has expired
- The charts are slow to load
- The difference between remote, zoned and smart control
- The Genius Radiator Valves - General Operation
- The Single or Dual Channel Receiver (boiler controller) has stopped communicating
- The two Genius Valves Adaptors
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- [9. Installing the Radiator Valves](#)
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- [Changing Low Batteries In The Genius Radiator Valve \(DA-WRV-E\)](#)

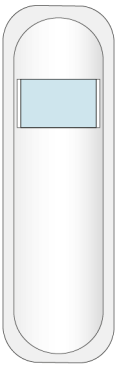
	<ul style="list-style-type: none"><li>• Fixing the communication to a Genius Radiator Valve (DA-WRV-E)</li><li>• Changing Flat Batteries In The Genius Radiator Valve (DA-WRV-E)</li><li>• Differences between the Genius Smart Plug</li><li>• Differences between the Genius Radiator Valves</li><li>• Device communication time</li><li>• Removing a Dead Powered Room Thermostat</li><li>• How does the system communicate?</li></ul>



## Genius Room Thermostat

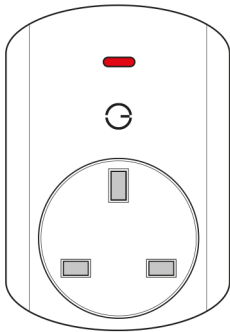
- Adjustments you can make with our Genius Hub Devices to fine tune your setup
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### Genius Smart Plug

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- [Factory resetting a Genius Smart Plug](#)
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