

Genius Hub Support Knowledge Base

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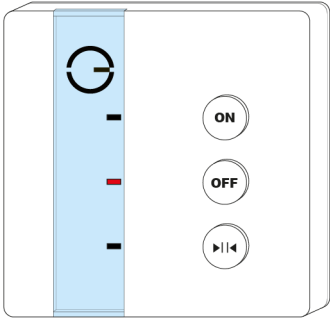
- Positioning Guidelines (Smart Plugs and Range Extenders)
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Recently updated articles

0. Install Contents
2024-01-17 • updated by Simon Turner • [view change](#)
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2024-01-03 • created by April Naoman
Genius Hub Support Knowledge Base
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Positioning Guidelines (Smart Plugs and Range Extenders)
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How to - Remove and refit the Genius Radiator Valve
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Positioning Guidelines (Smart Plugs and Range Extenders)
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Is my Genius Radiator Valve working correctly?
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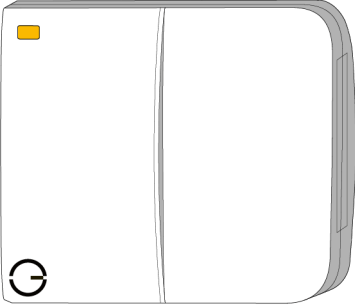
mart-plug system-setup t
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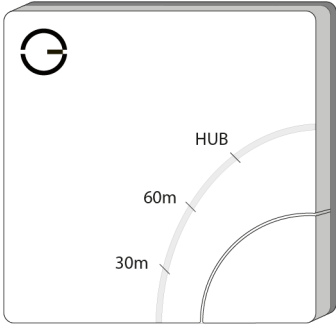
Device	Related Articles
	Single Channel Receiver • Technical Documents • Controlling a Plinth Heater • 5. Installing the Underfloor Receiver Units • 3. Installing the boiler Receiver Units • Re-adding A Single Channel Receiver • What are Electric Relays?

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- Fixing the communication to an Electric Switch
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 - Removing a Dead Genius Room Thermostat (HI-WRT-D)

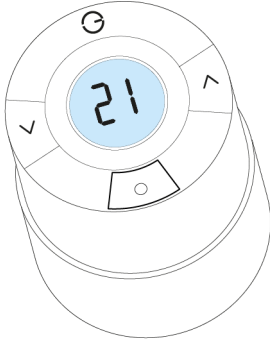
Genius Radiator Valve responding slowly to change in temperature on the app
2023-11-23 • updated by April Naoman • view change

	- 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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 - Adding A New Smart Plug (PH-PLG-E)
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 - Adding A New Generic Z-Wave Device
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 - Checking that the boiler is working
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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 under floor 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 - 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 Genius Hub device with a circular range indicator. The outer arc is labeled '60m' and the inner arc is labeled '30m'. The device itself is labeled 'HUB'.	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

- Fixing the communication to a Powered Room Thermostat
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- Adding A Time and Temperature add-on
- 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
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- Get a blank screen when loading the app
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- 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
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- 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
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- Managing your Support Tickets
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- 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

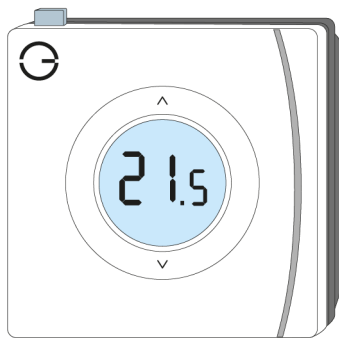


- Adding A New Time and Temperature add-on
- Technical Documents
- Temperature close to the target temperature but the boiler does not come on or the boiler stays on
- The Beta app has expired
- The charts are slow to load
- The difference between remote, zoned and smart control
- The Genius Radiator 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
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- Using If This Then That (IFTTT)
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- [Removing a Dead Genius Radiator Valve \(DA-WRV-E\)](#)
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- [Changing Low Batteries In The Genius Radiator Valve \(DA-WRV-E\)](#)

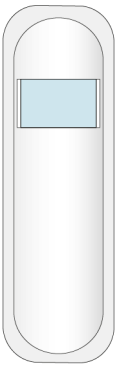
	• Fixing the communication to a Genius Radiator Valve (DA-WRV-E) • Changing Flat Batteries In The Genius Radiator Valve (DA-WRV-E) • Differences between the Genius Smart Plug • Differences between the Genius Radiator Valves • Device communication time • Removing a Dead Powered Room Thermostat • How does the system communicate?



Genius Room Thermostat

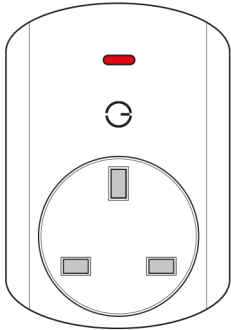
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