

idealheating.com

HALO

2-Zone Upgrade Halo Combi User Guide

For use with



## USER GUIDE

**Welcome to your new Ideal Halo control. This thermostat will help you to control both your heating temperature and the times that your heating is on.**

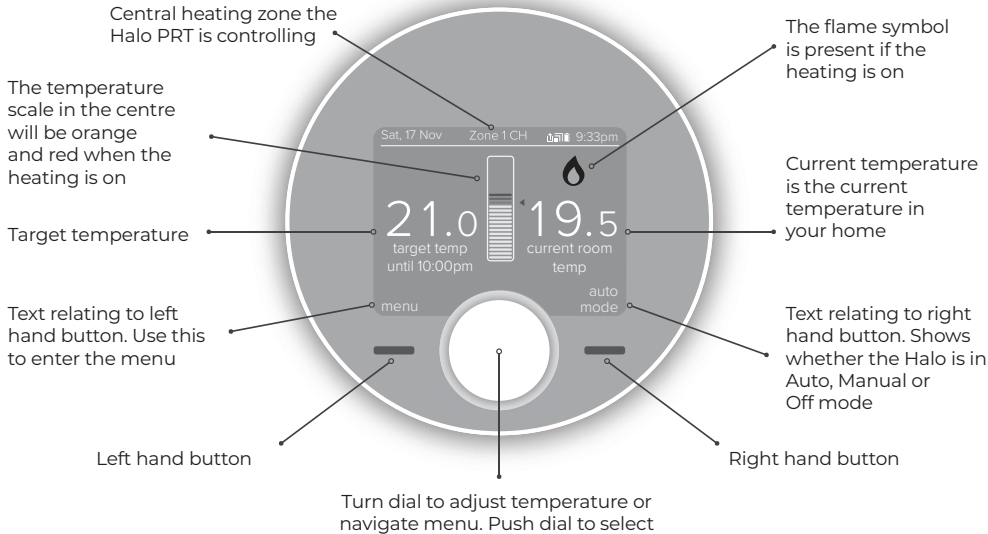
Halo is a battery powered, wireless control that uses a protocol called Zigbee to communicate with the Smart Interface that plugs into the boiler.

This user guide is applicable to both the Halo Combi RF and Halo Combi Wi-Fi control along with their respective upgrade kits. Each Halo unit controls a separate central heating zone independently to any other Halo unit. Schedules and target temperatures are not shared between units.

Halo Combi RF is a non-connected control (control is via the Halo Combi unit only).

Halo Combi Wi-Fi is a wireless heating control that is connected to the internet. You can download the Halo app on Google Play or the Apple app store. You will not have to pay to use the app.

For more information on the features in your Halo app visit the Help section of the app or [idealheating.com](http://idealheating.com).



If you have purchased a Halo Combi RF (non-connected control) you can upgrade this to an internet heating control by downloading the Halo app and following the steps in the app to connect your Halo control. You will be required to pay a connection fee to upgrade to app controlled heating.

## MAIN FEATURES

### MODE SELECTION

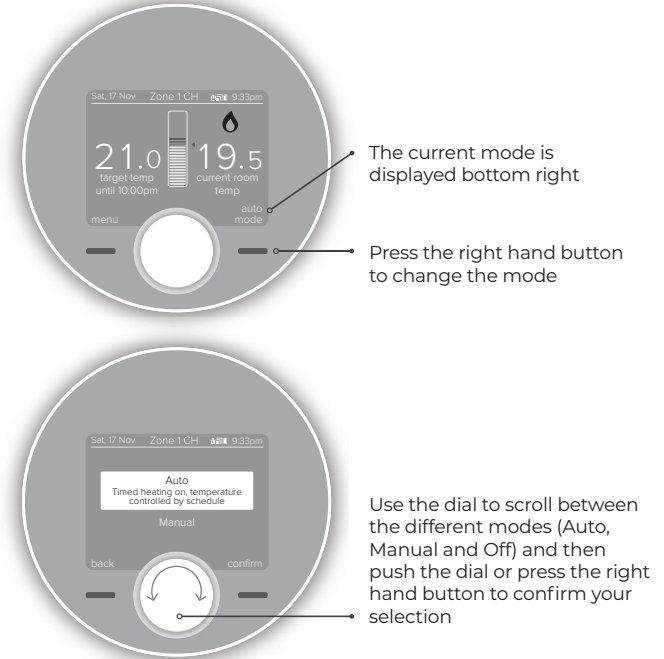
You can choose to run your Halo in Auto, Manual or Off mode.

**Auto:** runs your heating to pre-set scheduled times and temperatures.

**Manual:** you control the temperature by manually turning the dial, there are no set schedules.

**Off:** your heating will be set to a low temperature (default 5°C) for frost protection.

Move between Auto, Manual and Off modes using the right hand side button, scroll down the menu using the dial and push to select.



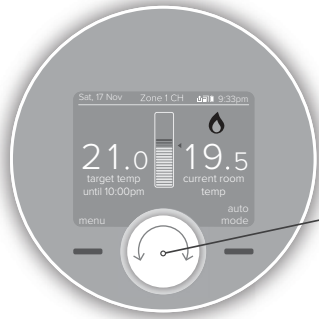
**TOP TIP:** Your Halo is designed to provide the perfect balance of comfort and efficiency. It has a feature called Enhanced Load Compensation which balances the temperature in your radiators to maintain the target room temperature with optimum efficiency. As a result you might notice that when the temperature in your home reaches the target your radiators are not hot to touch. By controlling the temperature in your radiators your system is working in the most efficient way for you.

## MAIN FEATURES

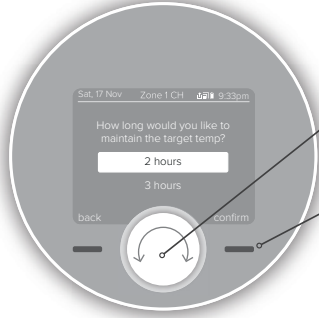
### PLUS HOURS

If you are running a schedule with pre-set times (Auto mode) and you want to maintain the current temperature of your heating instead of moving to the next setting simply press the dial.

A pop up menu will appear for you to select how long you would like to extend the temperature for, turn and push the dial to make your selection.

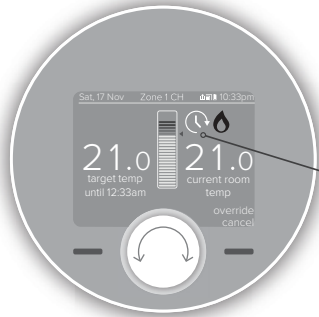


Push the dial to extend the current heating setting



Turn the dial to select how long you would like to extend your heating for

Push the dial or press the right button to confirm your selection



The home screen will now display the override icon above the current temperature

**TOP TIP:** You could use this feature if you want to keep your heating on for longer than is scheduled. Maybe you're not going to work today and you want your heating to stay on all morning.

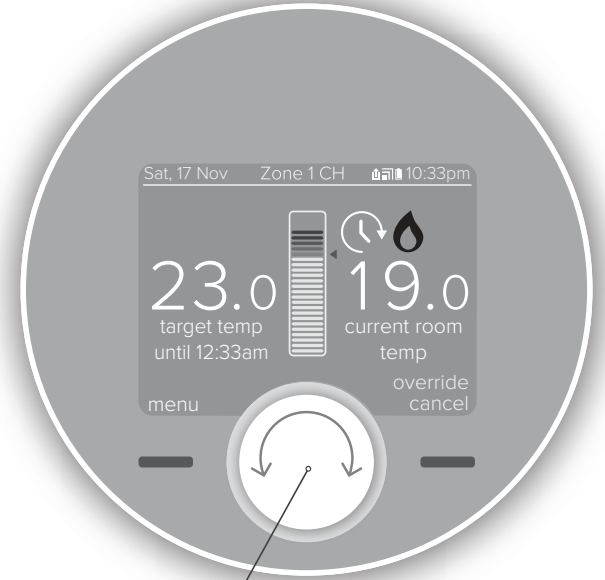
## MAIN FEATURES

### OVERRIDE

If you are running a schedule with pre-set times (Auto mode) and you want to adjust the temperature of your heating temporarily, simply turn the dial to your desired temperature.

The new temperature will be active until the next scheduled change shown under the target temperature.

The home screen will now display the override icon above the target temperature.



Turn the dial to adjust the target temperature temporarily (this could be up or down)

**TOP TIP:** You could use this feature if you want to boost your heating to a higher temperature for a period of time. Maybe you're feeling chilly or it's the weekend and you're staying up later than when your heating is scheduled.

## MAIN FEATURES

### SCHEDULES

Your Halo will come with a pre-set schedule:

6:00 – 8:00 21°C

8:00 – 16:00 OFF

16:00 – 22:00 21°C

22:00 – 6:00 OFF

You can alter this schedule by entering the “timed heating schedule” section in the main menu.

Each Halo unit is programmed independently of the other.

**TOP TIP:** If you want to change more than one day you can use the copy day feature to copy the schedule from one day to other days.

**TOP TIP:** Schedules help to balance comfort and energy efficiency, so you are heating your home to suit your lifestyle. Don't forget you could set your weekend schedules differently to during the week if your routine changes.



Turn the dial to move between the different days and view the schedule that is set. To edit a day, push the dial or right hand button when the day is highlighted in light blue.



Push the dial to edit a heating time or temperature when it is highlighted in light blue. You can also add an additional heating period by scrolling and pushing on the “Add new heating event” bar. You can have up to 6 heating events per day in your schedule.

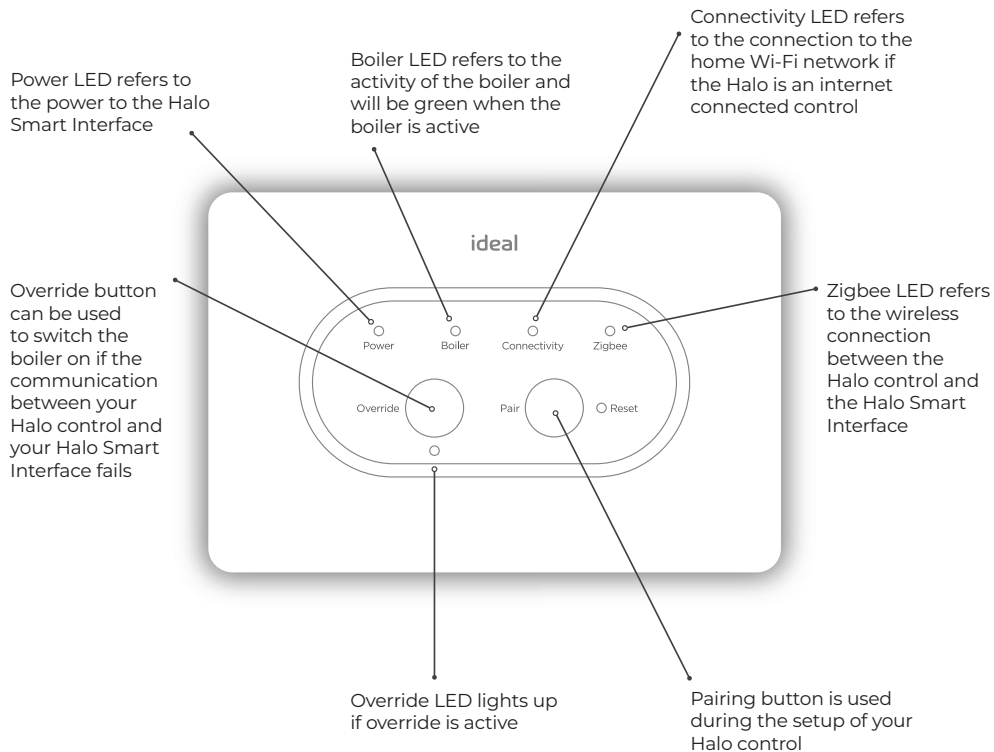


Alter the start and end times of the heating period and the temperature by scrolling and then pushing the dial to edit. Then use the dial to alter the time or temperature and push to confirm. Push the dial or the right hand button to save your changes.

## HALO SMART INTERFACE

The Halo Smart Interface will be installed in the aperture in the front of your Ideal boiler. It will wirelessly communicate with your Halo control and, in the case of an internet connected Halo, your home Wi-Fi. In normal circumstances you will not have to interact with the Halo Smart Interface, however the LED indications can be useful in diagnosing any technical issues that may arise.

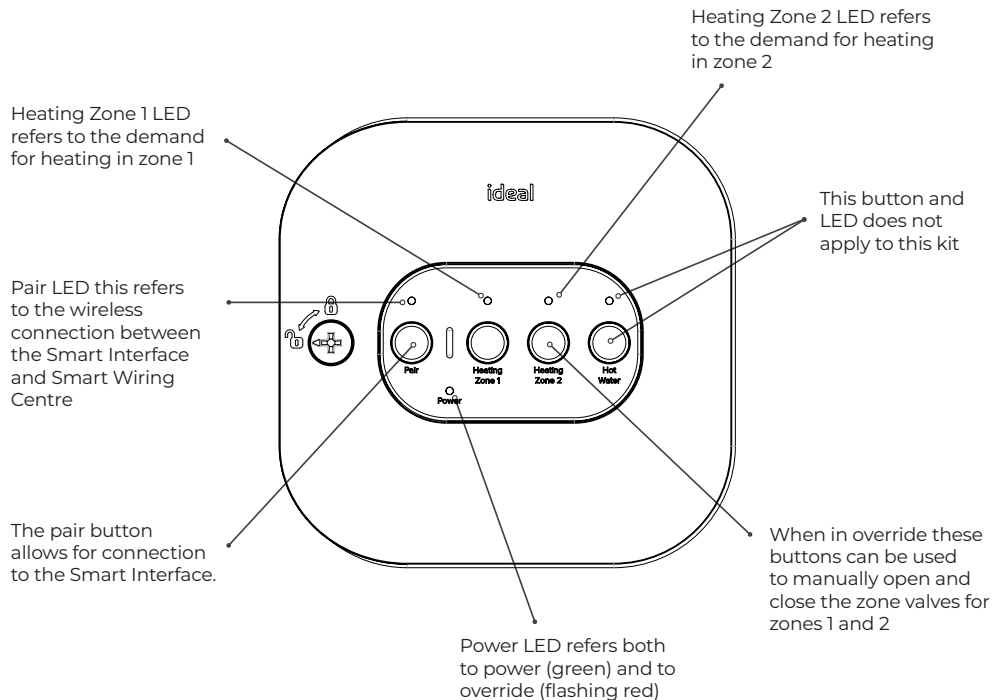
The Halo Smart Interface has a Failsafe/Override feature which can be used to switch your boiler on if wireless communication between the Halo and Smart Interface is lost.



## HALO SMART WIRING CENTRE

The Halo Smart Wiring Centre will wirelessly communicate with your Halo Smart Interface, in normal circumstances you will not have to interact with the Halo Smart Wiring Centre, however the LED indications can be useful in diagnosing any technical issues that may arise.

The Halo Smart Wiring Centre has a Failsafe/Override feature which can be used to open your central heating zone valves if wireless communication between the Smart Wiring Centre and Smart Interface is lost.



















Do not remove the cover unless you are qualified to do so.

## ADDITIONAL FEATURES

<b>Holiday Mode</b>	To temporarily turn your heating off whilst you are on holiday, select the holiday function in the menu and use the dial and buttons to set the number of days.
<b>Support Page</b>	Provides information for your installer or technical expert about your Halo such as software version and wireless signal strength.
<b>Child Lock</b>	To lock the control to avoid it being altered press and hold the left and right hand buttons at the same time until the icon appears. To remove child lock press and hold the left and right hand buttons again.
<b>Date &amp; Time</b>	If the date and time seen across the top of the screen is incorrect you can alter this in the date and time section of the menu.
<b>Advanced Settings</b>	The advanced settings section of the menu allows your installer or a technical expert to make adjustments and find information about your Halo.
<b>Fault Notification</b>	If there is a fault then the fault symbol ⓘ will show on the home screen of your Halo. Press the left hand button to access further information about the fault.

## PRT SYMBOL KEY

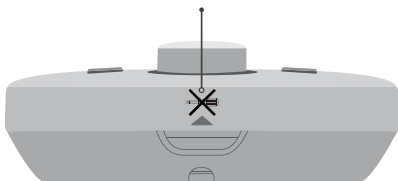
SYMBOL	NAME	EXPLANATION
	Flame	Indicates your heating is on
	Fault	Indicates there is a fault with the boiler
	Child lock	Childlock is set so the Halo cannot be altered
	Override	Override or plus hours function is active
	Optimised start	Optimised start is active
	Delayed start	Delayed start is active
	Optimised stop	Optimised stop is active
	Frost protection	Frost protection is active
	Service due	Service due in: - 60 days (grey) - 30 days (amber) - 0 days (red)
Zone 1 CH	PRT Description	Shows which Zone the PRT is controlling
Zone 2 CH	PRT Description	Shows which Zone the PRT is controlling

SYMBOL	NAME	EXPLANATION
	Hi	Room temperature is above 40°C
	Lo	Room temperature is below 0°C
	Target Temp	Temperature you want your heating to reach
	Current Temp	Room temperature in the location of your Halo
22:33	Time	Current time
Sat, 17 Nov	Date	Current date
	Battery	Battery status indication
	Zigbee	Indicates that the Halo is communicating with the Smart Interface
	Cloud*	Indicates that the Halo is communicating with internet and can be controlled with the Halo app via your smart phone *Halo Combi Wi-Fi only

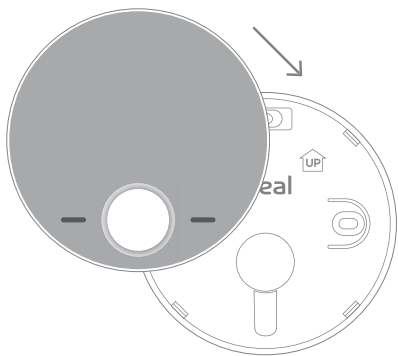
## CHANGING THE BATTERIES IN YOUR HALO CONTROL

A red, empty battery symbol means that your Halo batteries need to be replaced.

Whether you have a desk or wall mounted unit you will see the below symbol on the base of the unit. There are also two finger grabs top and bottom as shown below. Use the finger grabs to gently pull the Halo away from the rear housing. **Do not use a screwdriver to separate.**



Remove all the old batteries and replace with 4 new AA Alkaline batteries. Check you have the correct battery orientation then position the Halo back onto the rear housing and gently push into place until you feel a positive click.



The Halo will go through a short synchronisation process while it reconnects with your Halo Smart Interface. The Halo will then return to the home screen.



## TROUBLE SHOOTING

### 1. HALO NOT COMMUNICATING WITH HALO SMART INTERFACE

If the below message shows on the Halo screen then it is not communicating with the Halo Smart Interface.



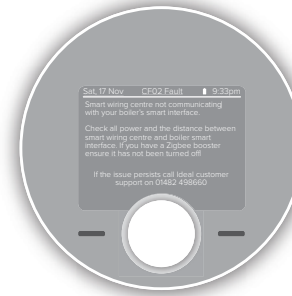
Please follow the on screen recommendations, additionally for further help you can also visit [idealheating.com](http://idealheating.com)

Please note even without a signal between the Halo and the Halo Smart Interface the heating will continue to operate in Failsafe mode. In Failsafe mode the schedule will still operate however the output temperature of the boiler will be reduced.

You can also manually switch your boiler On and Off by using Override button on the Smart Interface. When the Override is pressed it will disable failsafe mode and allow full manual control of the boiler until the connection is restored. When communication is restored both Failsafe and Override modes are disabled.

### 2. SMART WIRING CENTRE NOT COMMUNICATION WITH SMART INTERFACE

If the below message shows on the Halo screen then the Smart Wiring Centre is not communicating with the Smart Interface.



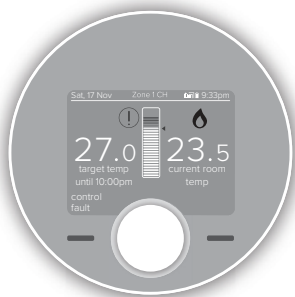
Please follow the on screen recommendations, additionally for further help you can visit [idealheating.com](http://idealheating.com)

During this fault condition your heating zone valves will need to be manually operated via the buttons on the Smart Wiring Centre. When communication is restored this override mode is disabled.

## TROUBLE SHOOTING (CONT.)

### 3. BOILER AND CONTROL FAULTS

If the fault icon appears in the home screen it means there is a control or boiler fault. Press the left hand key to view the fault and recommendations.



### 4. LOST PAIRING BETWEEN HALO AND HALO SMART INTERFACE

In the unlikely event that the Halo loses pairing you will see the following screen.



To re-pair go to section H in the Halo Combi installation instructions. You can also find a copy of the installation guide at [idealheating.com](http://idealheating.com)

## WARRANTY

**Your Ideal Halo comes complete with a 2 year Ideal Guarantee, subject to the following terms and conditions.**

During the period of the guarantee we will replace free of charge, where it suffers a mechanical or an electrical breakdown as a result of defective workmanship or materials, subject to the following conditions and exclusions;

1. The guarantee will commence from the date of installation. Without proof of purchase the guarantee will commence from the date of manufacture (via serial number).
2. The Installation needs to be registered within 30 days of installation, it can be registered online by visiting [idealheating.com](http://idealheating.com).
3. If the control suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

#### **Northern Ireland:**

T: 02890 331444

#### **Elsewhere in the UK:**

T: 01482 498660

Our normal working times, excluding Bank Holidays, are:

8am – 6pm Monday to Friday

8am – 4pm Saturday

8am – 12 noon Sunday

4. The guarantee does not apply:

- a. To any defect, damage or breakdown caused by deliberate action, accident, misuse or third party interference including modification or failed batteries.

b. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.

d. To any other costs or expenses caused by or arising as a result of the breakdown of the controls.

e. To any defect resulting from the incorrect installation of the controls. To any costs incurred during delays in fixing reported faults.

Our Ideal Guarantee is offered in addition to the rights provided to a consumer by law. Details of these rights can be obtained from a Trading Standards Authority or a Citizens Advice Bureau.

#### **Guarantor**

Ideal Boilers Ltd, National Avenue, Hull, HU5 4JN.

#### **Consumer Helpline**

T: 01482 498660

Installer phone number:



This product contains free and open source software. For more information about that software, the licences and notices applicable to it, and (where applicable) how to obtain a copy of the source code, please see the licence document, a copy of which can be downloaded from:

[idealheating.com/open-source](http://idealheating.com/open-source) and which is incorporated in this statement by reference.

For some components, we also offer to provide the corresponding source and associated install information on a physical medium where that is referenced in the licence applicable to that component. For more information contact us on [open-source@groupe-atlantic.co.uk](mailto:open-source@groupe-atlantic.co.uk) or visit the link above.

# ideal

HEATING

Hereby, Ideal Boilers Ltd declares that this device (model 222144) is in compliance with: Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address **idealheating.com**

For more information and FAQs visit the Ideal Heating website **idealheating.com**

UIN: 225536 A01



RF frequency: 2405 – 2480MHz Max.

RF output power: 10dBm

Ideal Boilers Ltd  
National Avenue  
Hull, HU5 4JB  
T: 01482 498660  
E: [enquiries@idealheating.com](mailto:enquiries@idealheating.com)