



evohome Multi-Zone Heating System

PROFESSIONAL INSTALLER SUPPORT

The evohome multi-zone system is a flexible heating control system that can be used for a wide variety of heating applications. It can be configured to work any boiler and control both stored hot water and wet underfloor heating.

Installation needs to be carried out by a professional installer who has familiarised themselves with:

- **Our Installation Guides** - These are available with the product when purchased and online under "Our Products": <https://heatingcontrols.honeywellhome.com/products>
- **Training** - YouLearn is a free online interactive module-based training resource for the Professional Installer. We also provide onsite training:

Online:

<https://heatingcontrols.honeywellhome.com/professional-zone/training-online>

Onsite:

<https://heatingcontrols.honeywellhome.com/professional-zone/training-onsite/evohome-multizone-system-course/>

- **Environment** - A good understanding of the environment where the evohome is being installed and an appreciation of "Things to consider when installing wireless products": <http://youlearn.honeywelluk.com/assets/pdf/things-to-consider.pdf>
- **evohome System Builder** - An online tool to help you build your evohome system: <https://evohome.honeywellhome.com/>

FURTHER SUPPORT

- **Onsite Support** - We do not provide onsite product support, this should be conducted by a trained evohome qualified installer.
- **evohome explanation** - https://ensupport.getconnected.honeywellhome.com/s/article/Can-I-have-an-explanation-of-the-evohome-WiFi-System?language=en_US
- **evohome FAQs** - <https://getconnected.honeywellhome.com/en/evohome-support>

TECHNICAL SUPPORT CONTACT DETAILS

0300 130 1299

technical.support@resideo.com

Installers

Option 3

App and Internet Issues

Option 2

Homeowners

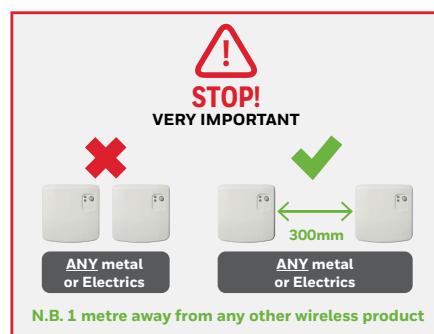
Option 1

COMMON INSTALLATION ISSUES

Wireless Devices "too close together"

This causes a reduction of the sensitivity of the signal leading to sporadic RF comms issues. The golden rules to follow are:

- Install wireless devices at least 300mm apart and away from **ANY** metal or electrics and at least **1m** away from **ANY** Radio Frequency (RF) devices.
- Ensure the signal is not blocked by large metal objects or foil lined plasterboard.



Incorrect Wireless Binding of Relays

Binding is the partnership signal between wireless devices. This is an essential part of the system, faults are often rectified by investigating how these bindings are set up.

The following guide will help bind your relays correctly. If in doubt, please refer to the Installation Guide.

DO I NEED A BOILER RELAY (HEAT DEMAND)?

- ✓ The boiler is remote and not being switched by a hard wire.
- ✗ The boiler is connected to an S or Y Plan.
- ✗ All my zones are zone valves.
- ✓ The system has wet underfloor heating.

WHEN DO I NEED TO BIND IN AS A HEATING VALVE?

- ✓ I want a zone valve to open when ANY heating zone calls.
- ✓ There is an existing S or Y plan.
- ✓ There is an existing S or Y plan but I want to zone radiators behind the heating valve.
- ✗ There is an S Plan Plus (more than 2 existing circuits).
- ✗ I have wet underfloor heating.

Help!

Following the advice above should ensure a trouble-free installation, however if you continue to experience problems please [click here](#) and follow the instructions.