Wiser 16 A Relay for Temperature Control

Device user guide

Information about features and functionality of the device.

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Schneider Electric

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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of either symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

⚡⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Wiser 16 A Relay for Temperature Control

CCTFR6700
WE714U1A0902

For your safety

⚠**DANGER**

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Safe electrical installation must be carried out only by skilled professionals. Skilled professionals must prove profound knowledge in the following areas:

- Connecting to installation networks
- Connecting several electrical devices.
- Laying electric cables.
- Safety standards, local wiring rules and regulations.

Failure to follow these instructions will result in death or serious injury.

⚠**DANGER**

RISK OF FATAL INJURY FROM ELECTRIC SHOCK

The output may carry electrical current even when the load is switched off.

Disconnect the device from the supply by means of the fuse in the incoming circuit before working on the device.

Failure to follow these instructions will result in death or serious injury.

NOTICE

HAZARD OF CONDUCTOR DAMAGE

- For installations with loads of 16 A a minimum of 2.5 mm² conductor should be used.
- When inserting the conductors into the connector blocks make sure that the screws are tightened.

Failure to follow these instructions can result in equipment damage.

NOTICE

RISK OF DAMAGE TO DEVICE

Always operate the product in compliance with the specified technical data.

Failure to follow these instructions can result in equipment damage.

About the device

The Wiser 16A Relay (hereinafter referred to as **Relay**) is used to control electrical heaters or electric underfloor heating with On/Off commands or Fil Pilote commands. The fil pilote is a single control wire interface for controlling multiple heaters from a Relay. It can control heaters up to 3000 W.

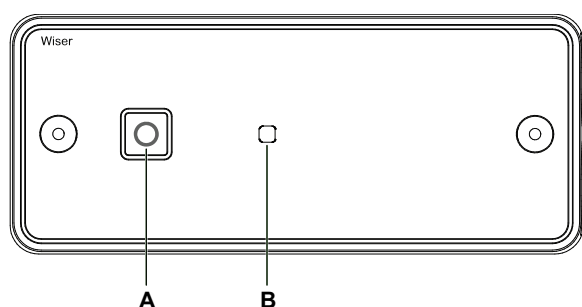> **TIP:** Pair with Wiser Room Thermostat to control electric heaters or electric underfloor heating.

Features of the Relay:

- Remotely control electrical heating using the Wiser Home app.
- Boost the room temperature using the Wiser Room Thermostat center button.

Diagram of operating elements

A. Set button

B. LED

Installing the device

Refer to the installation instruction supplied with this product.
See installation instructions.

Choosing Suitable Location to Install:

Device positioning

The Relay has to be installed below or to the side of any heat source. It should not be installed behind or above a wall-mounted heater.

Preparation of the mounting surface

> **TIP:** Breakout tabs can be removed to provide 4x extra mounting holes and 2x larger holes for rear cover cable entry.

Floor sensor installation

It is important that the floor sensor is fitted in the correct location in order to read an accurate floor temperature.

- Floor sensor must be 1 m from edge of the floor, halfway between pipes.
- Make sure the sensor is not sitting on top of heating pipes.
- Assemble sensor cable in a plastic conduit with inside diameter of minimum 16 mm.
- Fix tape to the end of the conduit, cut a slice in the tape to ensure condensation can come out of the conduit.
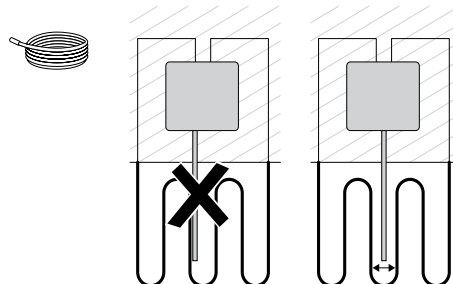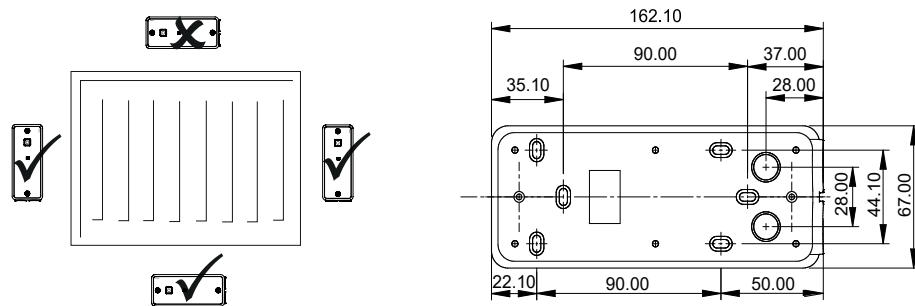
Pairing the device with the Wiser hub

Using the Wiser Home app, pair your relay with the **Wiser Hub** to access and control the relay.

1. On the **Home** screen, tap ⚙️.

2. Tap **Devices >** ➕ and tap **Climate > 16A** .

3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

> **NOTE:** If you are unable to find the correct QR code, tap **I can't find the correct QR code** to pair the device manually and proceed to step 4.
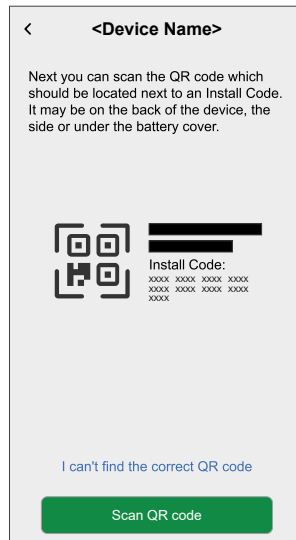
If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI-64 and Install code are valid.

- **(B):** Tap this option if you are unable to find the Mac Address/EUI-64 and Install code.
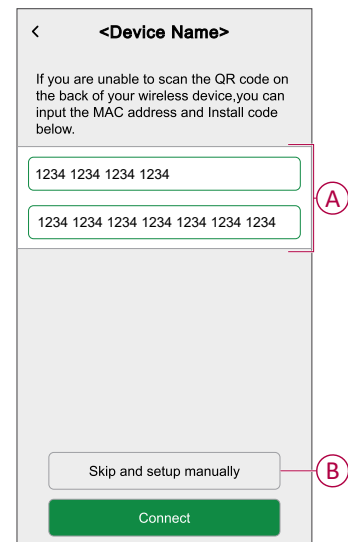
4. Once the device is validated, tap **Next**, press the Set button until the LED flashes green/amber.
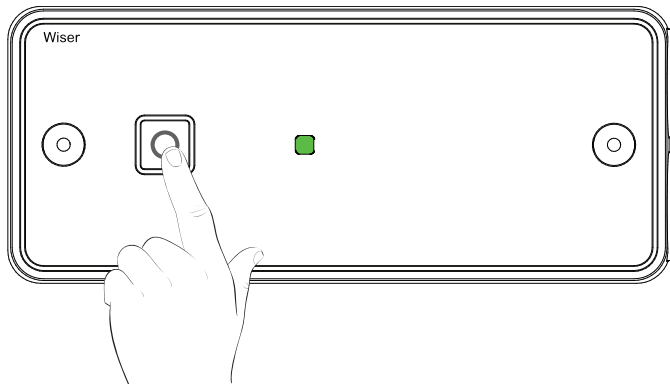
Wait for a few seconds until the LED turns green and the app confirms that the relay is joined.
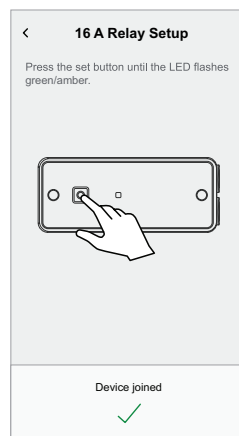
5. On the **16A Relay Setup** page, select the control type **Relay** or **Pilot wire**.

6. Tap **Next** to enter the relay name and assign it to new room or an existing room and tap **Submit**.

The relay is now listed on the **Control** tab under the **All** and the specific room tabs.

Configuring the device

Renaming the device

You can rename the device using the Wiser Home app.

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay > Name** (A) to rename the device.

   NOTE: Type and icon (B) are both assigned automatically, based on whether you have radiators or floor heating. You will be able to view this only after the pairing is completed.
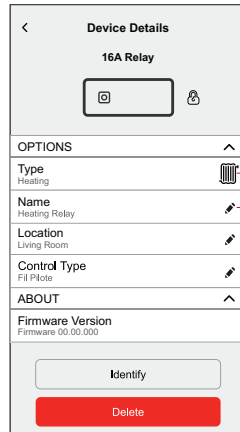
Setting the device location

Using the Wiser Home app, you can assign the Relay in the room (such as bedroom, living room, dining room etc.).
To assign the Relay location:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay > Location** (A) to assign the Relay to the existing room or a new room (B) and tap **Submit**.

   NOTE: You can configure up to 4 Relays in the same room.
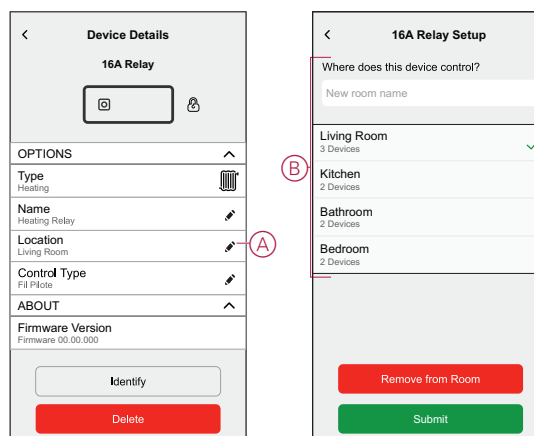
Setting the device control

Using the Wiser Home app, you can control the electrical heaters or electric underfloor heating by selecting Relay or Pilot Wire.
To set the Relay control:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay > Control type** (A) and select **Relay** or **Pilot Wire**.

3. Tap **OK** (B).
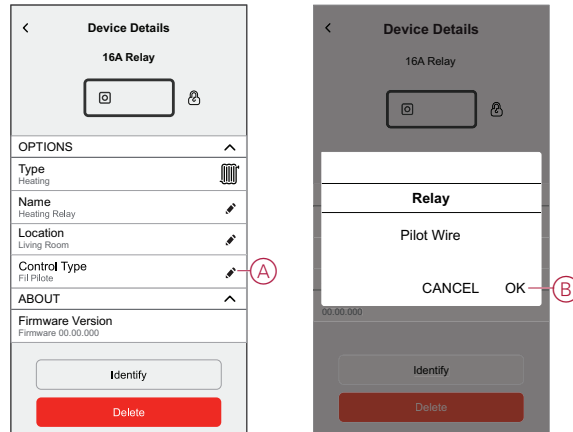
Selecting the floor sensor

Using the Wiser Home app, you can select the type of floor sensor that you have installed in case of using electric underfloor heating. The floor sensor measures the floor temperature and displays in the app. This option appears only if you have selected the **Relay** as **Control Type**.

⚠⚠ DANGER

RISK OF FATAL INJURY FROM ELECTRIC SHOCK

The device is not a Safety Extra Low Voltage (SELV) device. The sensors lines are on mains (230 VAC) line.

• Only use sensors with the appropriate insulation rating.

Failure to follow these instructions will result in death or serious injury.

To select the floor Sensor:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay > Floor Sensor** (A) and select the sensor from the list.

   • **NTC 10K**

   • **NTC 12K**

   • **NTC 15K**

   • **NTC 33K**

   • **NTC 47K**

     NOTE: Not fitted is selected by default.

3. Tap **OK**.
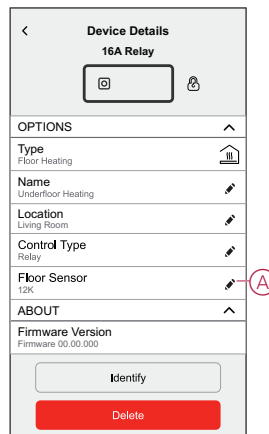
Once the floor sensor is selected, new options (B) appear in the app.

- **Floor Temperature** - It shows the temperature of the floor measured by the floor sensor.

- **Floor Sensor Offset** - Allows you to calibrate the floor sensor to match the actual temperature of the floor.

- **Floor Sensor Upper Limit** - The upper limit is set to maintain the floor temperature below the set limit.

- **Floor Sensor Lower Limit** - The lower limit is set to maintain the floor temperature above the set limit.
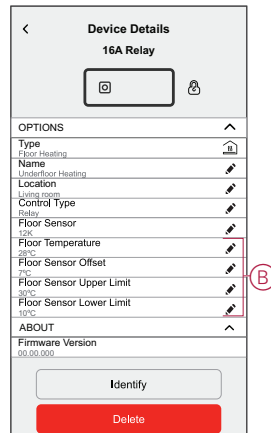
Offsetting the floor sensor

Using Wiser Home app, the **Floor Sensor Offset** option allows you to calibrate the floor sensor to match the actual temperature measured by an external device. To offset the floor sensor:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay > Floor Sensor Offset** (A) and select the temperature that is required for offsetting, to match the actual temperature.

3. Tap **OK**.

   NOTE:

   - The allowed temperature range to offset the floor sensor is 9 °C to -9 °C.

   - The floor temperature shows the final temperature of the floor including any offset that is applied.

   TIP: Offsetting the floor sensor is not required, if the floor temperature measured by the floor sensor and an external device are same. You can set it to 0 °C.
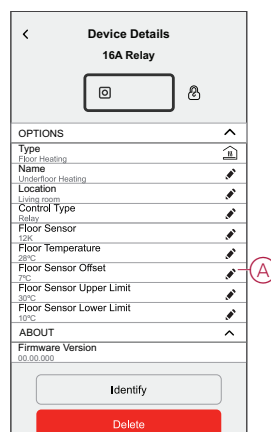
Setting the floor sensor Upper/Lower limit

Using the Wiser Home app, you can switch on/off the electrical underfloor heater by setting lower/upper temperature limit. This allows you to maintain the floor temperature within the set limits.
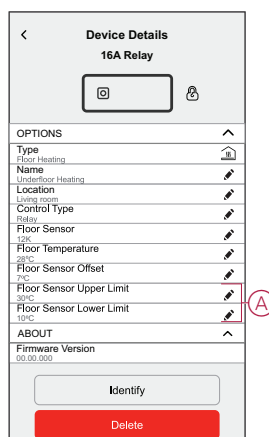To set the floor sensor temperature limit:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > Climate > 16A Relay** .

3. Tap **Floor Sensor Upper Limit/ Floor Sensor Lower Limit** (A) and set the upper/lower temperature limit.

   > **NOTE:**
   > • Upper limit range is 5 °C to 40 °C.
   > • Lower limit range is 4 °C to 39 °C.

4. Tap **OK**.

   > **TIP:** You can select **Disabled**, if setting the floor sensor limit is not required.

Identifying the device

Using the Wiser Home app, you can identify the Relay from the other available devices in the room.
To identify the Relay:

1. On the **Home** screen, tap ⚙.

2. Tap **Devices > 16A Relay > Identify** (A) to rename the Relay.

NOTE:

- This feature flashes the Relay LED, so you can identify the actual device.
- The Relay LED will continue to flash until you tap **OK**.

Using the device

Setting the room temperature using the app

Using the Wiser Home app, you can adjust, set or boost the room temperature.

Pre-requisite: Add a Wiser Room Thermostat / Wiser Temperature/Humidity Sensor in the same room where 16A Relay is located.

Adjusting the room temperature

On the **Control** tab, tap ⊞ or ⊟ in the 🔥 **Heating** section of the concerned room to adjust its temperature.

> **TIP:** You can also adjust the room temperature:
>
> • By tapping 🔥 of the concerned room on the **Control** tab and using the slider in the device control screen to adjust the room temperature.
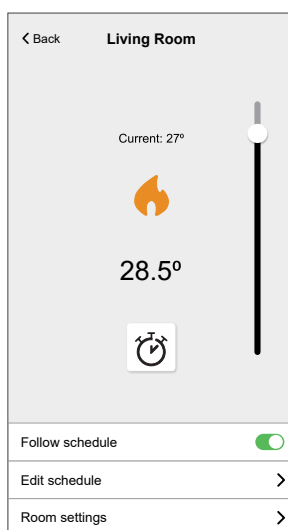
> • When you add it to your **Favourites**. To know more about **Favourite**, refer to the **Managing Favourite** topic in the respective System User Guide.

NOTE: If you only have a single device in the Wiser System, the **Control** tab will not be visible. All functions will be accessible through the **Home** screen.

Boosting the room temperature

On the device control screen, tap ⏱ to set the boost time.

> **TIP:** You can boost the room temperature using the Wiser Room Thermostat center button.

> **IMPORTANT:** Once the boost time is set, the set-point temperature automatically increases by 2° C for the set boost time. After the boost time is over, the set-point temperature returns to the current scheduled event or to the previous set-point temperature.

> **NOTE:** Boost can be stopped at any time by tapping the ⏱ and selecting it **off**.

IMPORTANT: If you have installed both PowerTag and Relay, you can monitor the power flow and energy consumption in the **Energy** tab. For more information, refer to Energy view of individual devices.

Emergency Heating

You can do emergency heating by pressing the Relay Set button when the Hub is not working or the Wiser Home app heating control is not responding.
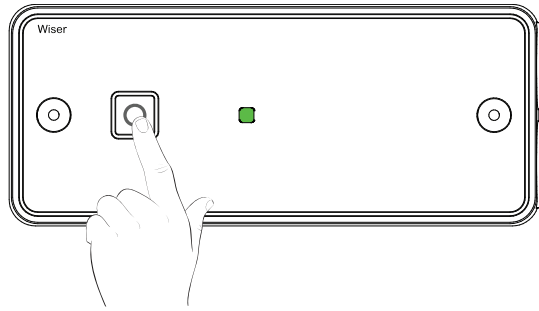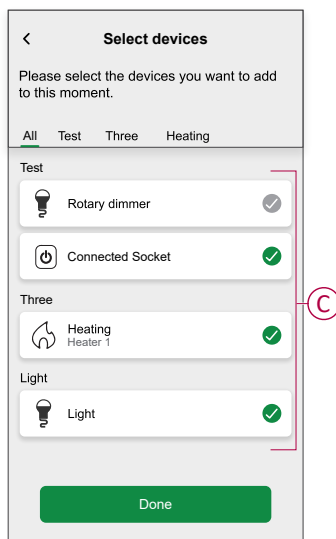

Creating a moment

Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs. To create a moment:

1. On the **Home** screen, tap ⊞.

2. Go to **Moments** > ⊕ to create a moment.

3. Enter the name of the moment (A).

   TIP: You can choose the cover image that best represents your moment by tapping ✎ .

4. Tap **Add actions** (B) to select the list of devices.
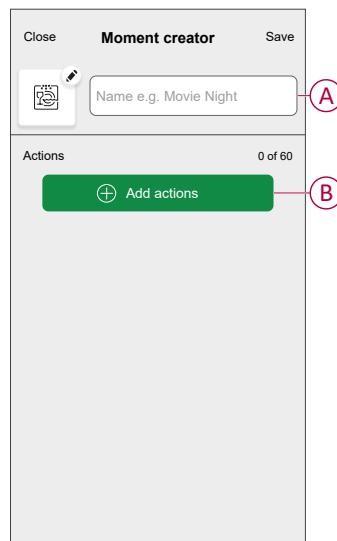
5. In the **Add actions** menu, you can select the devices (C).

6. Once all the device are selected, tap **Done**.

7. On the **Moment creator** page, tap the device to set the condition. For example, select heating.

   – Set the required temperature using sliding bar (D).
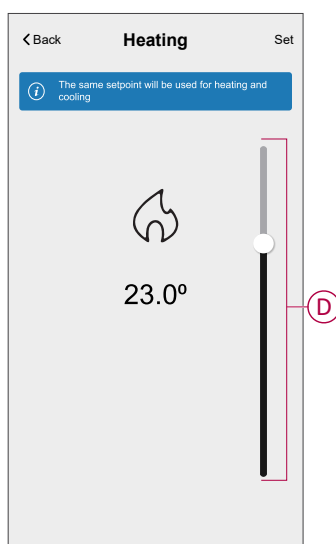
   When the desired condition is set, tap **Set**.

8. Once all conditions are set, tap **Save**.

Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

TIP:

• If you want to see the created moments on the **Home** screen, go to **Home** > ⚙ > **Home** screen > **Moments**. Enable the toggle button to view moments on the **Home** screen.

• You can also rearrange the moments by tapping **Edit** from the **Moments** tab on the **Home** screen, or by tapping **Automation** > **Moments** > **Reorder**.

Editing a moment

1. On the **Home** screen, tap **Automations** ⊞.

2. Go to **Moments**, locate the moment you want to edit and tap ✏️.

3. On the **Moment editor** page, you can perform following changes:

   • Change the icon 🖼️.

   • Rename the moment.

   • Tap each action to change the settings.

     ◦ To remove an action, slide the action to the left and then tap 🗑️ (A) to delete it.
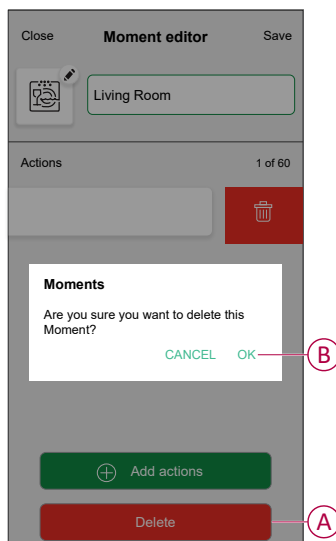
     ◦ Tap ⊕ **Add actions** (B) to add new action.
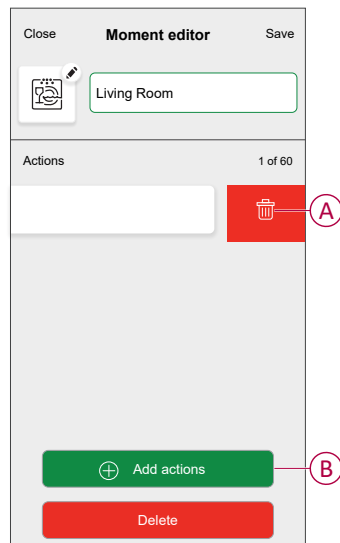
4. Tap **Save** to save the changes.

Deleting a moment

1. On the **Home** screen, tap **Automations** ⊞.

2. Go to **Moments**, locate the moment you want to delete and tap ✏️.

3. On the Moment editor page, tap **Delete** (A) and then tap **OK** (B).


Creating an automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times. By using the Wiser Home app, you can create automations based on your needs.

1. On the **Home** screen, tap ⊞.

2. Go to **Automation** > ⊕ to create an automation.

   NOTE: Maximum 10 automations can be added.

3. Tap **If** (A) and select any of the following conditions (B):

   – **All conditions**: This triggers an action only when all conditions are met.

   – **Any condition**: This triggers an action when at least one condition is met.
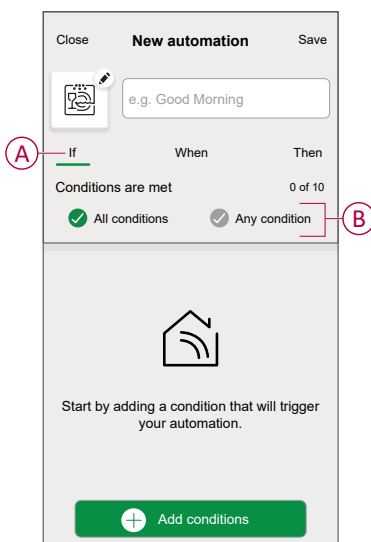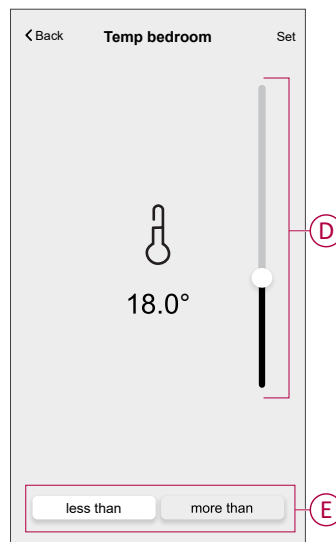
4. Tap **Add conditions** and select any of the following (C):

  – **Device status change**: Select a device to enable automation.

  – **Away Mode**: Enable/Disable away mode to trigger an action.

  > **TIP:** Away mode can also be used as a trigger to turn off the lights, dimmer or closing the shutter etc. For more information about **Away Mode**, refer to the system user guide.
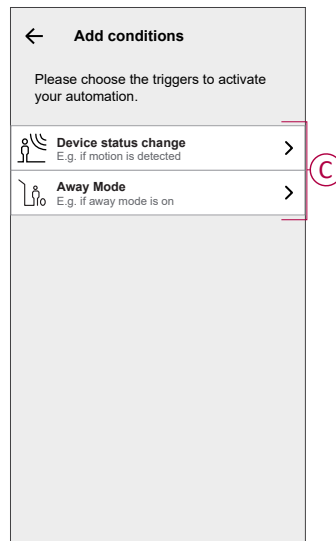
5. Tap **Device status change** > **Temperature/Humidity Sensor** > **Temperature**, Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.
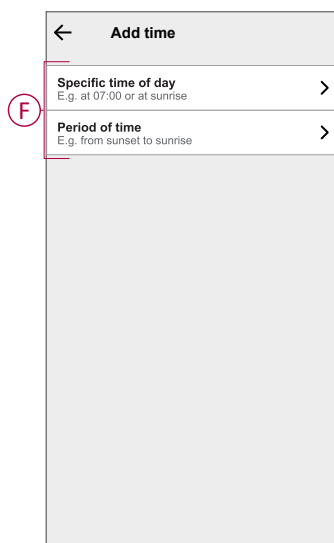

NOTE:

  • Maximum 10 conditions can be added.

  • To remove an added condition, swipe left and tap 🗑.

6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):

   – **Specific time of the day: Sunrise, Sunset, Custom.**

   – **Period of time: Daytime, Night time, Custom.**

NOTE:

- Maximum 10 entries can be added

- To remove a specific time, swipe left and tap 🗑.

7. To add an action, tap **Then** > **Add an action** and select any of the following (G):

   – **Control a device**: Select a devices that you want to trigger.

   – **Send notification**: Turn on the notification for the automation.

   – **Activate a moment**: Select the moment that you want to trigger.

   – **Wait**: This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.
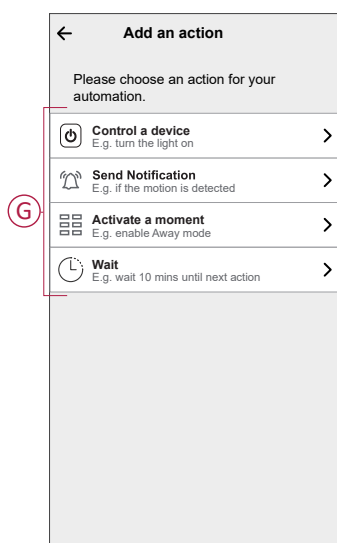
8. Tap **Control a device** > **Heating** and select any of the following (H):

   – **Boost**: Set the duration to increase the temperature by 2° C.

   – **Setpoint**: Set the desired temperature.
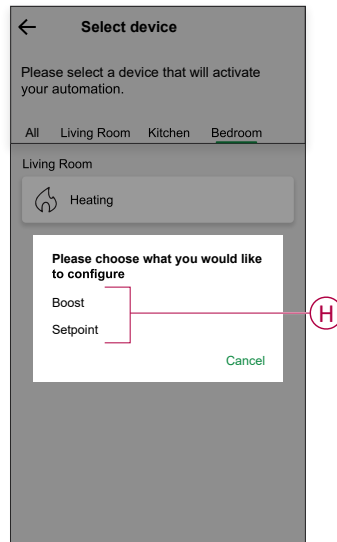
9. Tap **Setpoint**, set the required temperature using vertical sliding bar (I), then tap **Set**.
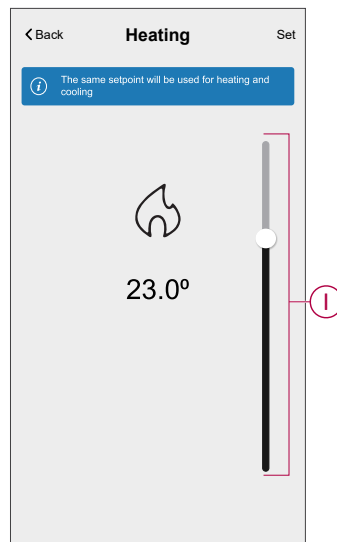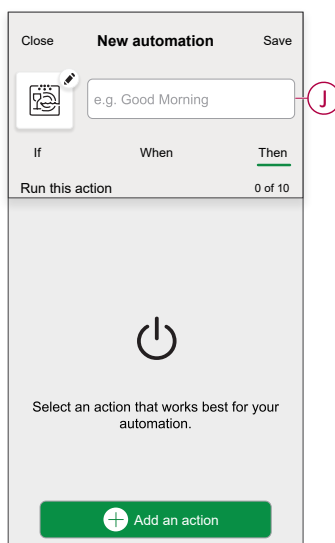

NOTE:

• Maximum 10 actions can be added.

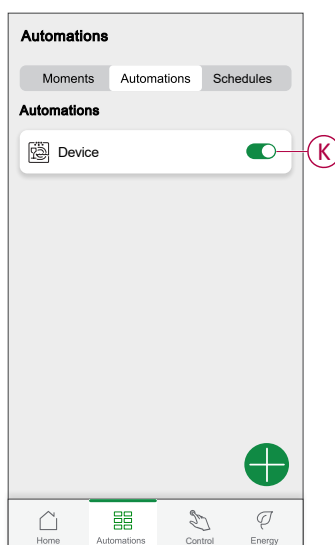• To remove an action, swipe it left on the action and then tap 🗑.

10. Enter the automation name (J).

You can choose the cover image that represents your automation by tapping 🖼️.

11. Tap **Save**.
Once the automation is saved, it is visible on the **Automation** tab.

Using the 🔘 (K) you can enable and disable the automation.

Example of an automation

This demonstration shows you how to create an automation to turn on the Heating to the desired temperature (set point) of 20° C when the temperature is less than 18° C.

NOTE: It is mandatory to create two automations:

- First, switch on the heater at the desired 20° C when the room temperature is 18° C or lower.

- Second, switch off the heater when the room temperature is at 25° C or above.

The room heater will not turn off automatically until you create another automation.

1. Go to **Automation** > ➕ to create an automation.

2. To add a condition, tap **Add Condition** > **Device status change** > **Temperature/Humidity Sensor** > **Temperature**.

3. Set the temperature as 18° C (A) and the condition as **less than** (B) and tap **Set**.
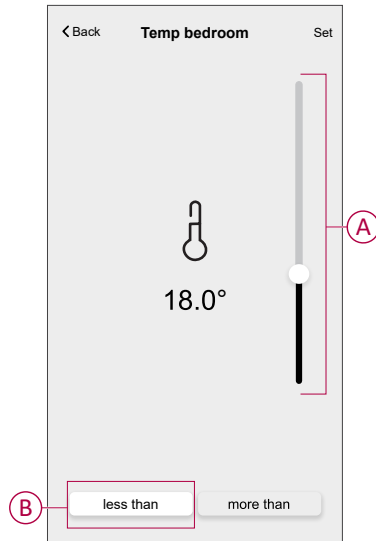
4. Read the information and tap **OK**.

5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Heating** > **Setpoint**. Set the temperature to 20° C (C), then tap **Set**.
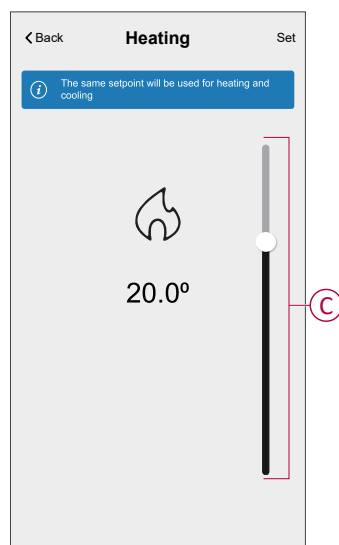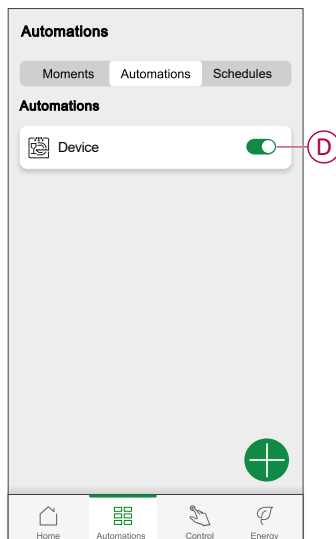

6. Read the information and tap **OK**.

7. Enter the name of the automation.

> **TIP:** You can choose the cover image that represents your automation by tapping 🖼.
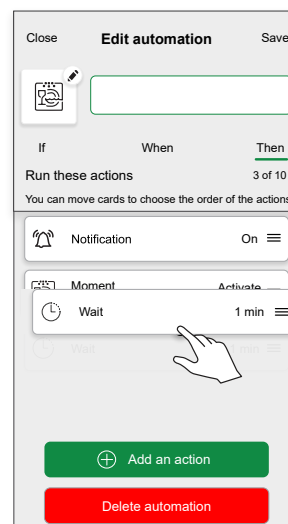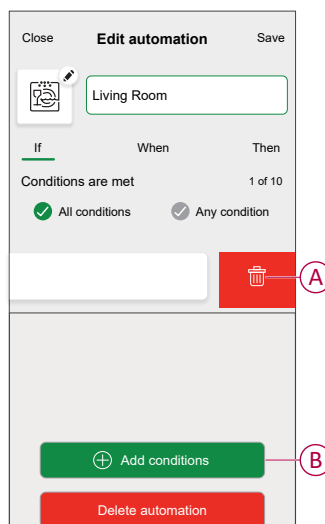
8. Tap Save.
Once the automation is saved, it is visible on the **Automation** tab.

NOTE: You can enable or disable saved automations on the **Automations** tab by using ⬤◯ (D).

Editing an automation

1. On the **Home** screen, tap **Automations** 🔳.

2. Go to **Automation**, tap the automation you want to edit.

3. On the **Edit automation** page, you can perform the following changes:

   • Change the icon 🔲.

   • Rename the automation.

   • Tap each condition to change the settings.
     ◦ To remove a condition, slide the condition towards left and then tap 🗑 (A) to delete it.
     ◦ Tap ⊕ **Add conditions** (B) to add new condition.

   • To change the order of actions, tap the **Then** option, and hold an action, then drag and drop to the desired position.

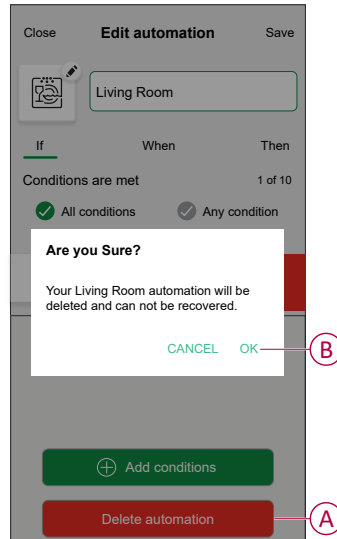4. Tap **Save** to save the changes.

Deleting an automation

1. On the **Home** screen, tap **Automations** ⊞.

2. Go to **Automation**, tap the automation you want to delete.

3. On the **Edit automation** page, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).

Removing the device

Using the Wiser home app, you can remove the relay from the Wiser system. To remove the relay:

1. On the **Home** screen, tap ⚙.
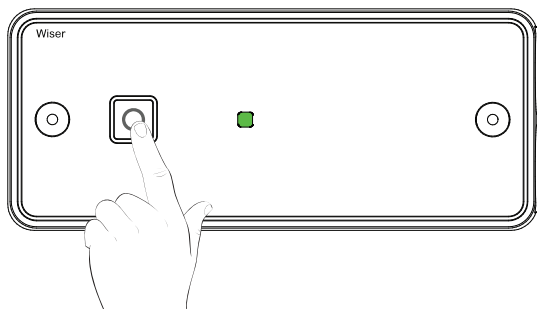
2. Tap **Devices > 16A Relay > Delete** (A).
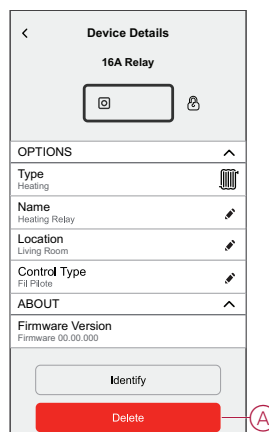
Resetting the device

You can reset the Relay to the factory default. It can be reset manually at any time, e.g., when the Hub is replaced.
To reset the Relay:

1. Press and hold the Set button for > 20 seconds.

   After 15 seconds, the LED flashes red.

2. When the LED stops flashing red, release the Set button.

   The LED stops flashing upon successful reset of the Relay.

LED indications

Normal use

Status	User Interaction	Description
Power on		Flashing orange
In connection with the Wifi gateway		Off: heating off Steady
		green: heating on
Pairing in progress		Alternating orange and green flashing
Not paired		Off: heating off
		Steady orange: heating on
Degraded mode (no connection with the thermostat or with the gateway)		Flashing red: heating off
		Steady red: heating on
Manual Test / Forcing		Flashing green: heating on due to forcing

Troubleshooting

Symptom	Possible cause	Solution
The relay displays offline in the app or the LED flashing or solid red.	1. Weak or no signal between the Wiser Hub and the relay. 2. The relay is working in degraded mode.	1. Check Hub is online. 2. Check signal strength.
The relay is flashing green.	Emergency heat is active.	Press the button to cancel the emergency heat function.

Technical Data

Rated voltage:	230 V, 50 Hz (AC ONLY)
Power consumption:	7.3 W
Purpose of control:	Electrical Control, Manual + Automatic Control, Sensing Control
Type of load and rated current:	16 A Resistive or (3A) Inductive Load Circuit for pilot load (FP) **IMPORTANT:** Not suitable for plinth heaters.
IP rating:	IP44
Terminals and Wiring:	Suitable for conductor sizes 1.0 - 2.5 mm² Insulation strip length 6.5 mm
Operating Temperature:	0 °C to 60 °C
Storage Temperature:	-20 °C to 65 °C
Class of control:	Class II
Method of mounting control:	Independently mounted control
Method of providing earthing control:	The control is not earthed Terminals are provided for linking external earthing conductors.
Method of attachment for nondetachable cords:	Type Y attachments
Extent of sensing element: (if installed)	External temperature sensor temperature setting range of 5 °C to 30 °C ±5%
Operating Value:	User variable time control of electrical/heating system (only at system level through Hub controllers)
Degree of pollution:	2
Rated impulse voltage:	4 kV
Ball pressure test:	115 °C
Software class:	A
Radio Technology/ Frequency:	2.4 GHz
Radio signal range:	30 m in free space
Maximum radio frequency power transmitted:	+13 dBm (20 mW)
Product dimensions: (H x W x D)	162 x 67 x 30 mm
Communication protocol:	Zigbee 3.0 certified
Compatible floor sensors in case of electric underfloor heating:	• 33kΩ Schneider Electric Reference 616790 or MEG5775-0003 • 33kΩ Drayton Reference 193720 • 15kΩ Devi Reference 140F1091 • 10kΩ Elko Reference 5491605

Compliance

Product Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOLI) and much more.

https://www.se.com/myschneider

General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/

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