

The background is a solid pink color with several thick, white, curved lines that sweep across the page from the top right towards the bottom left, creating a dynamic, modern feel.

HubController®

Welcome guide



<https://ie.thehubcontroller.com/>

Download mobile app



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Welcome to Hub Controls

Welcome to our community of **HubController**® users. As a user of our product, you are helping manage your own household energy usage and our overall energy consumption as a nation.

Our vision is to **Eliminate Energy Wastage in the Home** and we believe that the future looks green.

Please join us on Facebook:

@thehubcontroller

Or visit our website:

<https://ie.thehubcontroller.com/>

In this welcome guide we will show you the functionality of the Hub, its settings and connectivity, to both your wi-fi and mobile networks. During your installation, the Hub will be commissioned by the installer team and should be ready to go. We have included a few troubleshooting steps if either your Hub becomes disconnected from networks or in the rare event it becomes unresponsive. Please keep the small black tool left by the installer team safe, as this may be needed to reboot the system. So please make yourself familiar with this guide and again welcome to the community.

You are making a difference.





HubController basics

The home screen features a central thermostat graphic with a green slider. To the left is a sidebar with 'HOME', 'MENU', and 'SPEND' icons. The thermostat displays '25.0° SET' and '20.7° ROOM'. A 'BOOST 60 MIN HEATING ON' indicator is visible in the top right.

- Menu button** - Accesses the main menu.
- Set temperature** - Adjusts the setpoint using the slider.
- HUB OFF - Touch to turn system ON**
The heating is OFF
- BOOST 60 MIN - HEATING ON**
The heating is ON for 60 minutes
- HUB ON - HEATING ON**
The boiler is set to constant ON
- Slider** - Change the set temperature by moving the slider up or down
- Room temperature** - Displays the current room temperature.

The menu screen displays options: Messages, Settings, Brightness, Connection, Device info, Pairing, and a Back button. The 'Wifi' icon is highlighted in the Connection section.

- Messages**
From time to time we will send you messages and they can be read here.
- Settings**
Adjust timezone & temperature units.
Activate holiday mode - pause your set schedule
Activate hot water mode - this will deactivate the temperature sensor on your Hub
- Brightness**
Adjust the brightness of your HubController
- Pairing**
To connect the Hub with the app you will need a pairing code which you access here
- Device Info**
Information on your Hub including serial number, firmware version, and Wi-fi signal strength. You can also reboot your Hub here.
- Wifi**
Scan & connect to your wifi network.
- Back button**
Back to the home screen

If your **HubController®** switches to HEATING OFF, don't worry... That means that your set temperature is below the room temperature, your boiler won't turn on and your **HubController®** started saving both energy and money!

Mobile App



Heating

Adjust the current temperature



Paired hubs

Access Hubs paired to your app.



Messages

From time to time we will send you messages and they can be read here.



Schedule

Setting your schedule
The schedule can only be set within the app.

It can be accessed via the menu or swiping from right-to-left on the home screen.

In order to set your schedule, tap on the desired day and input when you want the heating to turn on and off and select create.

If you want to delete or modify an event in your schedule, select click on the green items and choose your desired option (DELETE or MODIFY)



Holiday Mode

this will pause your set schedule



Hub Spend

Once you complete a short survey with details on your fuel usage we can calculate and display your heating spend.



Meter Reading

In order to get a more accurate calculation of your heating spend you will need to submit multiple meter readings.



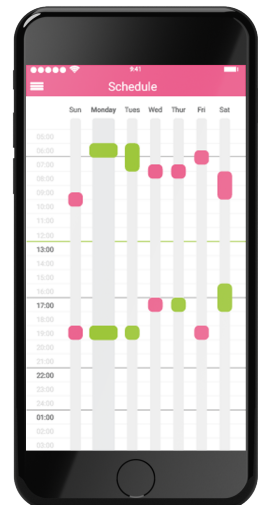
Help

Some useful information and troubleshooting tips

App home screen



App schedule





Troubleshooting

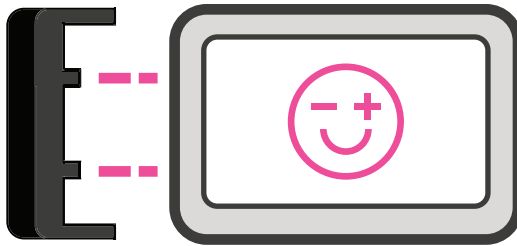
How can I restart the Hub Controller?

Go to 'MENU > DEVICE INFO > REBOOT'

What do I do if my Hub Controller becomes unresponsive?

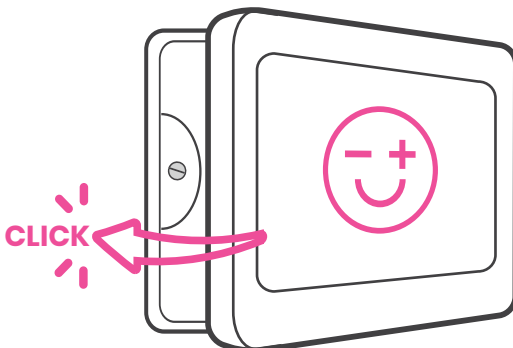
If the screen becomes unresponsive or remains blank after multiple touches, you will need to perform a 'SYSTEM RESET'. In order to do this, you will need the black tool that came with your Hub.

1. Place the black plastic tool, that the installer left you, on the left-hand side of the Hub Controller.



2. Make sure that the two teeth align with the release buttons. Insert the tool into the Hub Controller and then press towards the Hub.

3. The left side of the device will disconnect from the back backplate and you can then remove it. Once you have it off you just need to click it back on.





What to do if your Hub Controller loses its Wi-Fi connection?

1. Unplug your router or modem from its power outlet (don't just turn off)
2. Wait 15-20 seconds, then plug it back in.
3. Allow the device a minute or two to turn back on.

If I change broadband provider/get a new router how do I reconnect the Hub to Wi-Fi?

1. On the Hub Controller, go to 'MENU' > 'WIFI' and select 'FORGET NETWORK'
2. Reboot the device (MENU > DEVICE INFO > REBOOT)
3. Select MENU > WIFI and connect to network

What is Eco-Mode?

Eco Mode is one of the four modes that your Hub Controller runs in (On/Off/Boost/EcoMode). When you see EcoMode on the display, it means that your heating is running in an optimised way, keeping you warm while saving you money.

What is Frost Protection?

If the temperature in your home drops below 5 degrees the Hub will automatically activate your boiler.

Important

If your Hub is saying that your heating is on but your boiler isn't firing, please contact support@hubcontrols.com as we will be able to help diagnose the problem and possible solutions.

Support:

Email: support@hubcontrols.com
Monday – Friday: 9:00am – 5.30pm



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