Wiser Underfloor Heating Controller / Connection Strip

Device user guide

Information about features and functionality of the device.

03/2025

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Legal Information

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Table of Contents

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.

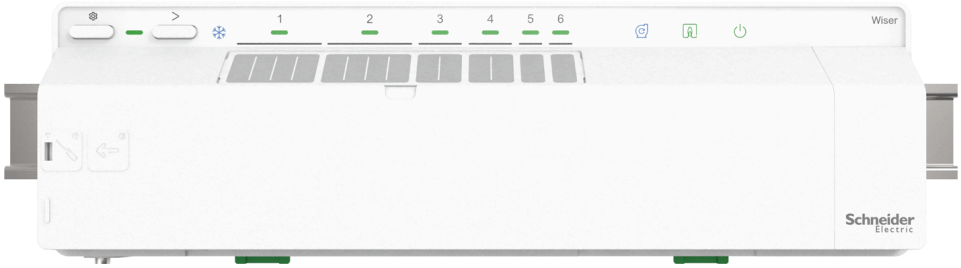
⚠CAUTION

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 Underfloor Heating Controller / Connection Strip



CCTFR6600 (Wiser Underfloor Heating Connection Strip (Heat/Cool))
CCTFR6610 (Wiser Underfloor Heating Connection Strip (Heat))
CCTFR6620 (Wiser Underfloor Heating Connection Strip (Heat/Cool 24 V))
WF762F1A0902 (Wiser Underfloor Heating Controller (Heat/Cool)

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.

⚠WARNING

HAZARD OF ELECTRIC SHOCK

- The UFH connection strip is only for fixed wiring.
- After wiring please ensure that the cables are:– correctly connected– fully inserted– firmly in position– not twisted or under tension

Failure to follow these instructions can result in death, serious injury, or equipment damage.

About the device

The Wiser Underfloor Heating Controller / Connection Strip (hereinafter called **Underfloor Heating** / **UFH**) is used to control thermal actuator valve heads to regulate the flow of hot water in the underfloor pipes.

The UFH is available in the following versions:

- UFH Heat/Cool
- UFH Heat
- UFH Heat/Cool 24 V

The UFH Heat/Cool and UFH Heat/Cool 24 V can also be used to control a heat pump or a boiler. The UFH should only be used with hydronic UFH systems. It works in conjunction with the Wiser Hub and Wiser room thermostats, and it controls the temperature for individual rooms/zones.

TIP: There are total 6 channels available on Underfloor Heating, based on your rooms/zones requirement select the channel:

- 1/2 channel: you can use it for a large room to control 4 thermal actuators valve heads to supply hot water.
- 3/4 channel: you can use it for a medium room to control 2 thermal actuators valve heads to supply hot water.
- 5/6 channel: you can use it for a small room to control a thermal actuator valve head to supply hot water.

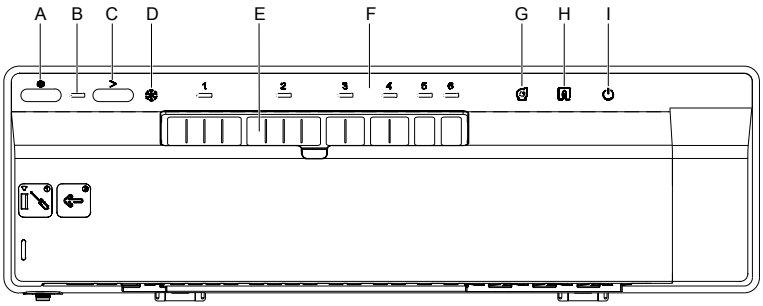
With mixed systems (UFH and radiators) Wiser radiator thermostats can be added, and in this way a complete hydronic heating system can be controlled. The system is simple to expand: 2 further Wiser Connection Strips (and optionally radiator thermostats) can be added.
1x UFH max. 6 rooms/zones
2x UFH max. 12 rooms/zones
3x UFH max. 16 rooms/zones

Features of the Underfloor Heating:

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

Diagram of operating elements

A. Setup button
B. Setup LED
C. Channel button
D. Cooling LED
E. Room names
F. Channel LEDs 1 to 6
G. LED for pump contact
H. LED for burner or boiler
I. LED for 230 V / 24 V power supply



Installing the device

Refer to the installation instruction supplied with this product.

The following items are needed to install a Wiser UFH system:

- Wiser UFH Connection Strip/s
- Wiser Hub or HubR
- Wiser room thermostat or Wiser Temperature/Humidity Sensor

NOTE:

- The system can be installed without connecting to a Wi-Fi router.
- When using UFH Heat/Cool 24 V version make sure it is connected to a 24 V 2.2 A power supply (not included)

Wiring cases

⚠⚠DANGER

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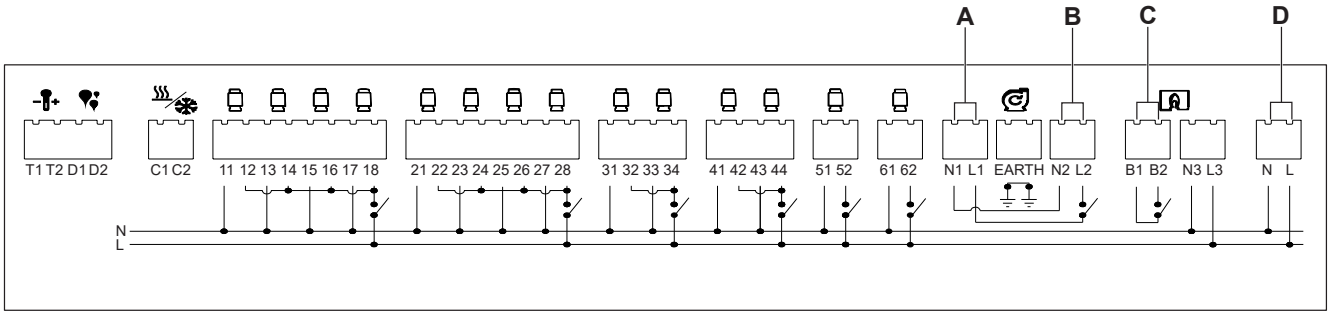
- The UFH connection strip is only for fixed wiring.
- After wiring please ensure that the cables are:– correctly connected– fully inserted– firmly in position– not twisted or under tension

Failure to follow these instructions can result in death, serious injury, or equipment damage.

Refer to the wiring diagram below for connecting volt-free and 230V AC wiring.

Volt free wiring (directly to the boiler)

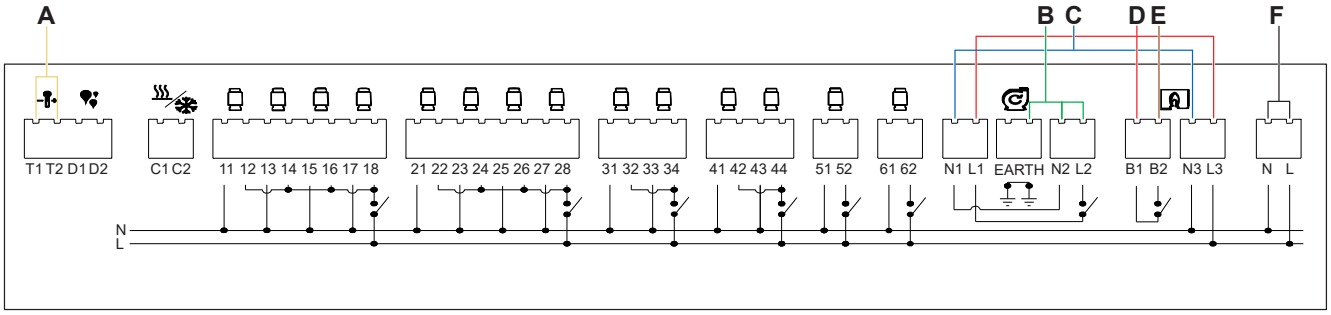
The volt free wiring switches any voltage (not exceeding 230 V AC) supplied by the heat source when calling for heat.



A. Insert the pump supply voltage onto L1, N1, and connect the Earth.
B. Insert output supply to pump onto L2, N2, and connect the Earth.
C. Insert supply voltage onto B1 for boiler supply and output to boiler switch return on B2.
D. Connect L and N from a 3 A main supply.

230 V AC Wiring (to a zone valve)

The zone valve wiring centre allows you to switch each zone on and off individually, heating only the rooms you want at any given time.



A. Insert the heat probe onto T1 and T2 (not polarity specific).
B. Insert output supply to pump onto L2, N2, and connect the Earth.
C. Connect N1 with N3.
D. Connect L1, B1, and L3 with a Wago or connection block.
E. Connect B2 to zone valve.
F. Connect L and N from a 3 A main supply, along with the Earth connection.

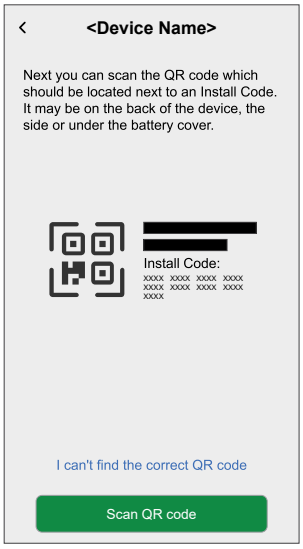
Pairing the device with the Wiser Hub

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

IMPORTANT: Make sure all Underfloor Heating devices are wired and powered before proceeding.

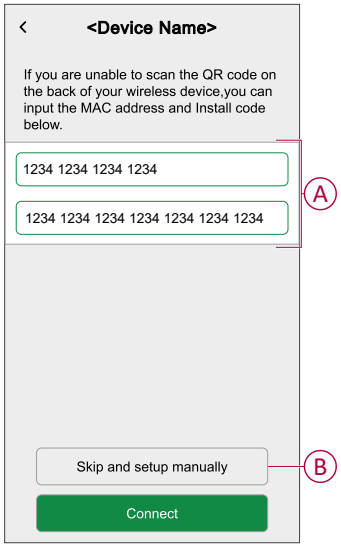
1. On the **Home** screen, tap .
2. Tap **Devices >** and tap **Climate > Underfloor Connection Strip**.
3. Tap **Scan QR code** and allow the Wiser Home app to access your camera. Then, scan the QR code located on the device.

   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.

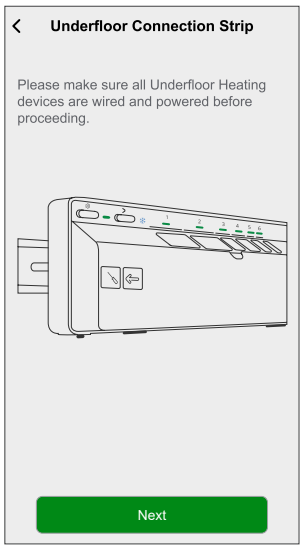


If the QR code is incorrect, a message **Incorrect QR code scanned** will appear. Tap **I can't scan the QR code** and choose one of the following options:

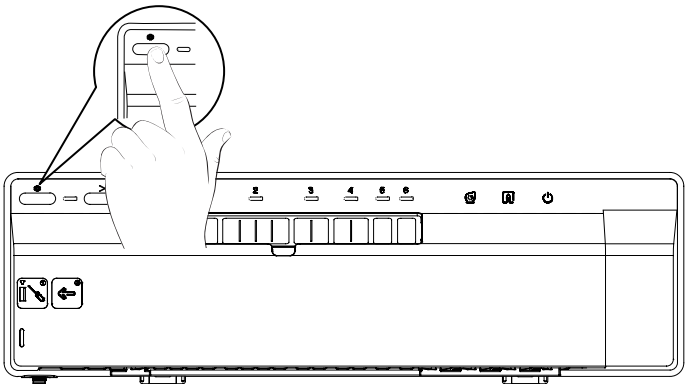
- **(A):** Enter the **Mac Address/EUI-64** and **Install Code**, then tap **Connect**. The app will verify if the Mac Address/EUI-64 and Install code are valid.
- **(B):** Tap this option if you are unable to find the Mac Address/EUI-64 and Install code.



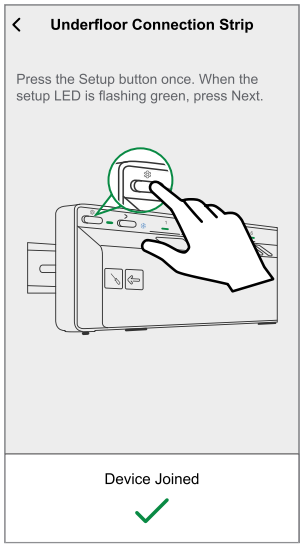
4. Once the device is validated, tap **Next**.



5. Press and hold the setup button until the LED flashes green.

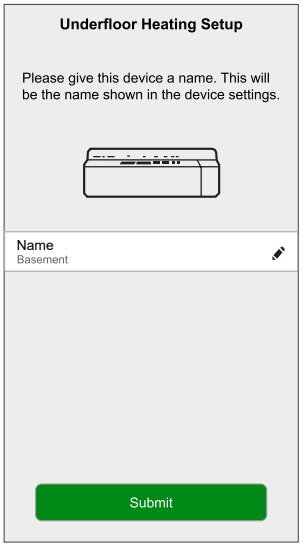


Wait for a few seconds until the app confirms that the Underfloor Heating is joined.

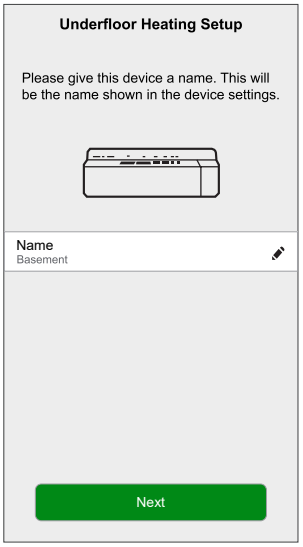


6. Enter the **Device name** and tap **Submit** to complete the pairing process if Underfloor Heating system is without cooling input.
   If the Underfloor Heating system is with cooling input, tap **Next** and continue below steps.

UFH system without cooling input



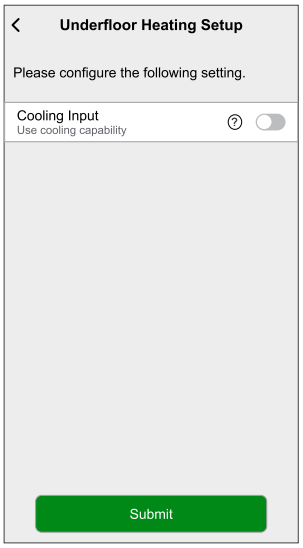
UFH system with cooling input



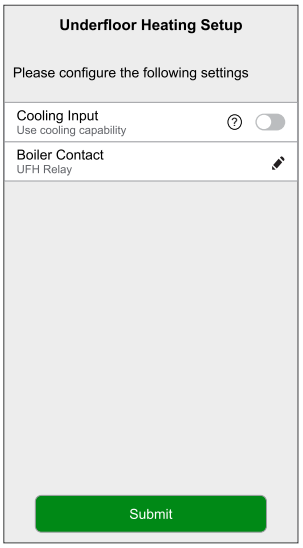
7. Turn on the **Cooling Input** toggle switch to use cooling features in the app, such as the ability to set a cooling schedule.

   IMPORTANT: Skip Step 8 if you are using Wiser Hub. If you are using Wiser HubR, continue to Step 8.

Wiser Hub



Wiser HubR



8. Tap **Boiler Contact** to select the type of relay connected.

   TIP: If UFH is directly controlling the boiler, select "UFH Relay" for the Boiler Contact option.
   In case the boiler is controlled by a Wiser Hub with relay, then select Wiser Hub Relay for this option.

9. Tap **Submit** to complete the pairing process.

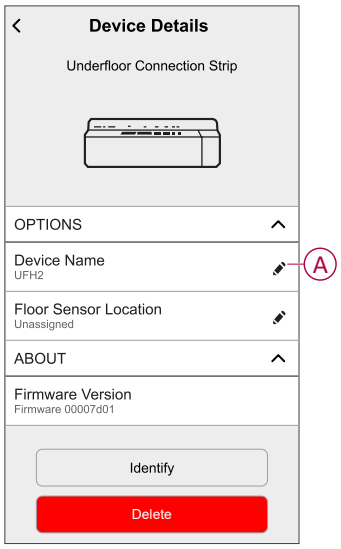
The Underfloor Heating is now listed on the **Control** tab under the **All** and the specific room tabs.

Configuring the device

Renaming the device

Using the Wiser Home app, you can rename the Underfloor Heating.

1. On the **Home** screen, tap .
2. Tap **Devices > Underfloor Heating > Device Name** (A) to rename the Underfloor Heating.



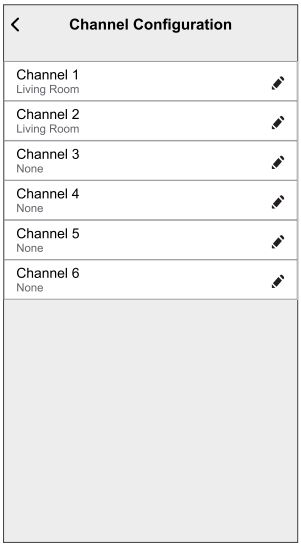
Assigning a channel to the room

Using the Wiser Home app, you can assign Underfloor Heating channel to the room to control the temperature.
Select one or several channels based on your room size or the number of thermal actuators fitted (such as for a small room: channel 5 or 6, a large room: channel 1 or 2).

- Channels 1 and 2 can be fitted with 4x thermal actuators each.
- Channels 3 and 4 can be fitted with 2x thermal actuators each.
- Channels 5 and 6 can be fitted with 1x thermal actuator each.

1. On the **Home** screen, tap .
2. Tap **Devices > Underfloor Heating**

3. Tap **Channel configuration** and select the **Channel** for which you want to assign a room.



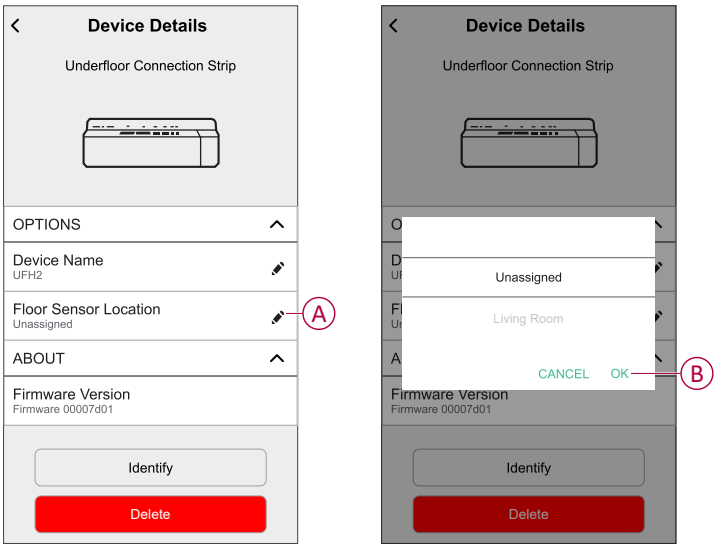
4. Select a existing room from the list or enter **New room name** then tap **Submit**

Setting Floor Sensor Location

Using the Wiser Home app, you can set the floor sensor location.

Precondition: Assign channel to the room, page 12.
To set the floor sensor location:

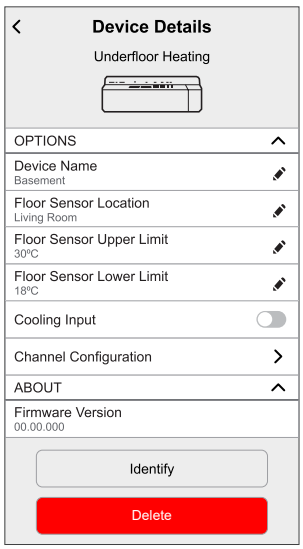
1. On the **Home** screen, tap .
2. Tap **Devices > Underfloor Heating > Floor Sensor Location** (A) to select **Unassigned** or select the required room where the floor sensor is connected.
3. Tap **Ok**



Setting floor sensor limit

Using the Wiser Home app, you can set the floor sensor limit for Underfloor Heating.

1. On the **Home** screen, tap .
2. Tap **Devices > Underfloor Heating**
3. Select the following:
   – **Floor Sensor Upper Limit**: to set upper temperature limit of the floor sensor.
   – **Floor Sensor Lower Limit**: to set lower temperature limit of the floor sensor.



NOTE:

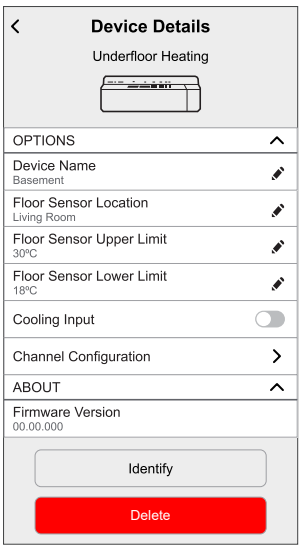
- Floor sensor upper limit temperature should be higher than lower limit temperature.
- Floor sensor lower limit temperature should be lower than upper limit temperature.
- The UFH setpoint temperature ranges from 18°C to 30 °C.

Enabling cooling input

Using the Wiser Home app, you can enable cooling input for Underfloor Heating to use cooling features in the app, such as the ability to set a cooling schedule.

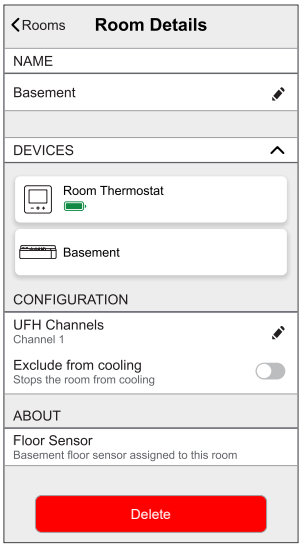
1. On the **Home** screen, tap .
2. Tap **Devices > Underfloor Heating**

3. Turn on the **Cooling Input** toggle switch.



IMPORTANT: If UFH channel is assigned to any of the following heating device, make sure in **Room Setting > Excluded From Cooling** toggle switch is On. This can be useful if there are areas in a building that do not require cooling, such as storage rooms or unoccupied spaces.

- Connected Thermostat 2 A (for Preset P1 and P2)
- Connected Thermostat 16 A (for all Preset)



Identifying the device

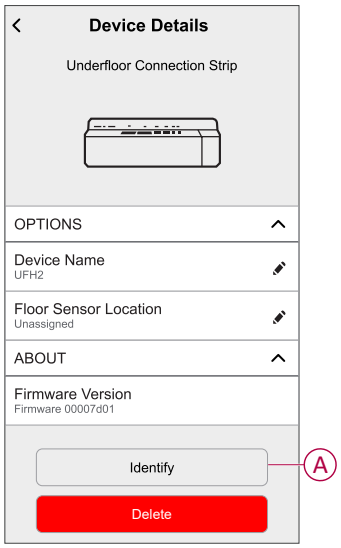
Using the Wiser Home app, you can identify the Underfloor Heating from the other available devices in the room.
To identify the Underfloor Heating:

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

2. Tap **Devices > Underfloor Heating > Identify** (A) to rename the Underfloor Heating.

   NOTE:

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



Using the device

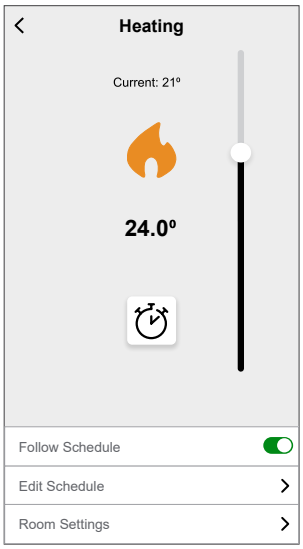
Setting the room temperature using the app

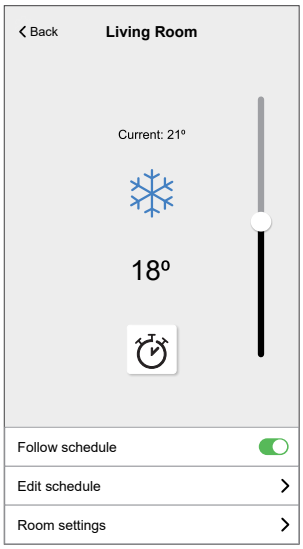
Using the Wiser Home app, you can adjust, set or boost the room temperature.

Precondition: Add a Wiser Room Thermostat or Wiser Temperature/Humidity Sensor in the same room where the device is located.

To adjust, set or boost the room temperature:

1. On the **Control** tab, tap **All** devices or a room tab where the device is located.





2. Use the slider control on the right of the screen to adjust the temperature.

   TIP: You can also adjust the room temperature:

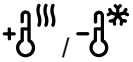
   - By tapping + or − on the **Control** tab, in the **Heating** section of the concerned room to adjust its temperature.
   - When you add it to your **Favourites**. To know more about **Favourite**, refer to the **Managing Favourites** topic in the respective System User Guide.

   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.

Tap to set the boost time.

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:

- The  indicates that the room temperature is below the desired temperature (set point), so the heating is on.
- The  indicates that the room temperature is above the desired temperature (set point), so the heating is off.
- The  indicates that the room temperature is higher than the desired temperature (set point), so the cooling is on.
- The  indicates that the room temperature is lower than desired temperature (set point), so the cooling is off.
- The  indicates that the floor temperature sensor is configured and when the upper/lower limits are reached the room screen will show the floor limit icons.

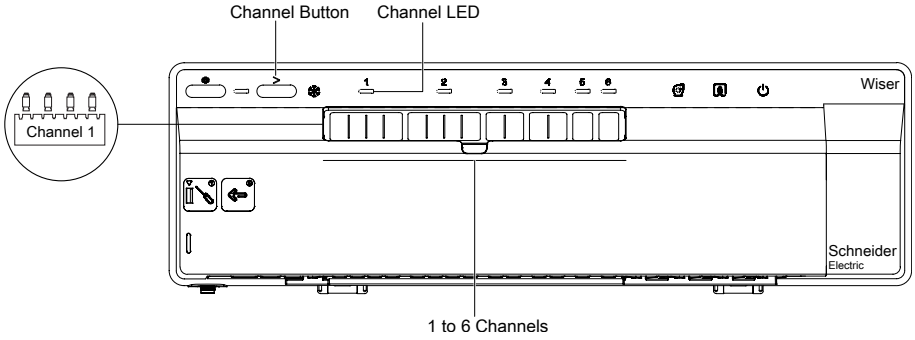
Emergency Heating

You can do emergency heating manually by pressing the channel button if the Hub is not working or when the Wiser Home app is not responding.
Follow the steps below to do an emergency heating.

1. Press and hold the Channel Button for >2 seconds.
2. Press Channel Button again to select further channels.

   The selected channel LED will start flashing.
3. When the required channel LED is flashing, press and hold for >2 seconds. This LED will be solid green and the next channel LED will flash. You can select and channel combination, e.g., Channels 1, 3 and 5.
4. Pressing on channel 6 activates the selected channels. The relevant LEDs will flash green and the actuators open to allow water flow.

   After 4 hours an emergency heating stops. The emergency heating can also be stopped by pressing channel button. If multiple Wiser UFH Connection Strips are being used this test can be carried out on all connection strips.

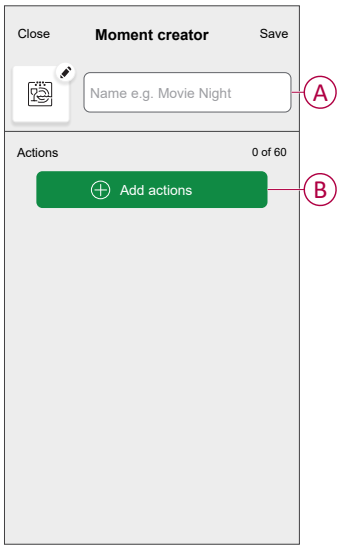


Creating a moment

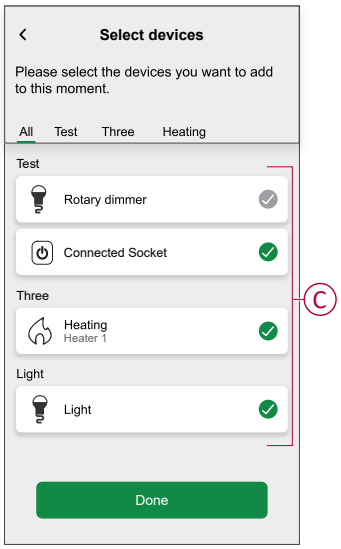
Moment allows you to group multiple actions that are usually performed together. By using the Wiser Home app, you can create moments based on your needs. To create a moment:

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.

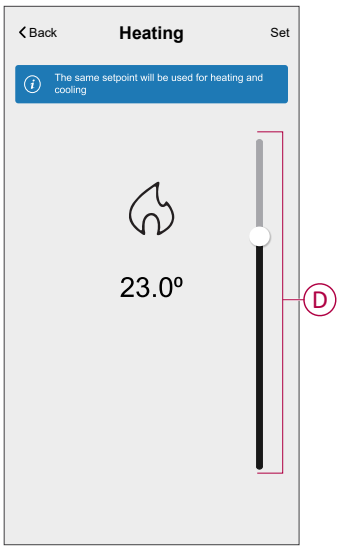


5. In the **Add actions** menu, you can select the devices (C).



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**.

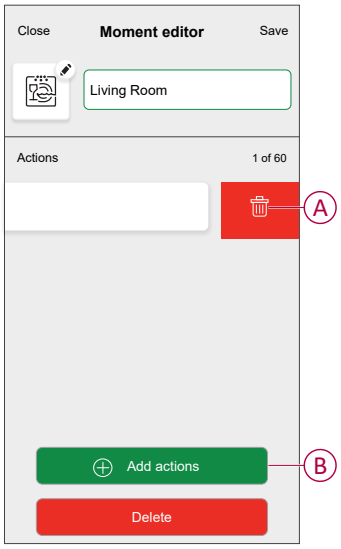
Once the moment is saved, it is visible on the **Moments** tab. You can tap on the moment to enable it.

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.

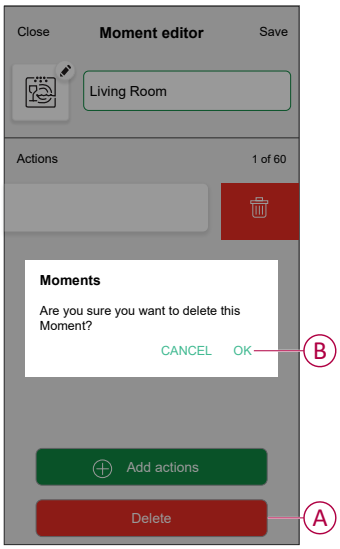


4. Tap **Save** to save the changes.

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).

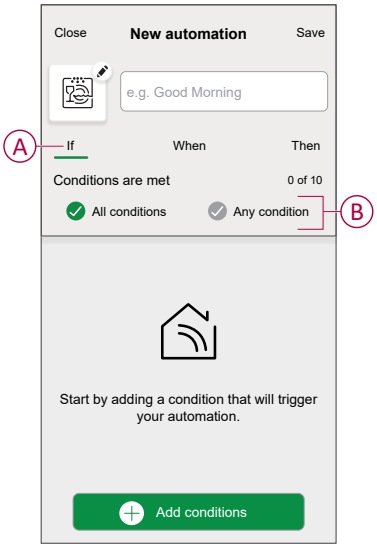


Creating an automation

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.

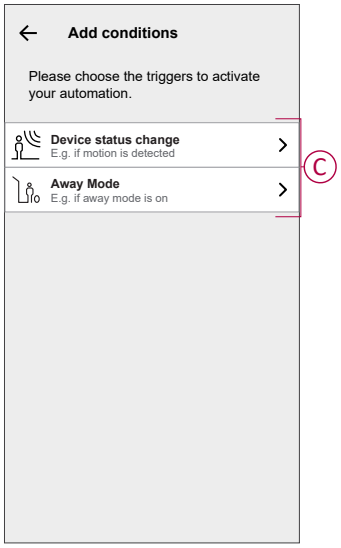
1. On the **Home** screen, tap .
2. Go to **Automation** > to create an automation.

   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.

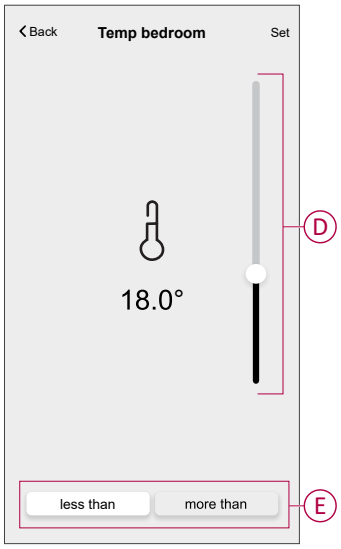


4. Tap **Add conditions** and select any of the following (C):
   - **Device status change**: Select a device to enable automation.
   - **Away Mode**: Enable/Disable away mode to trigger an action.

     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.



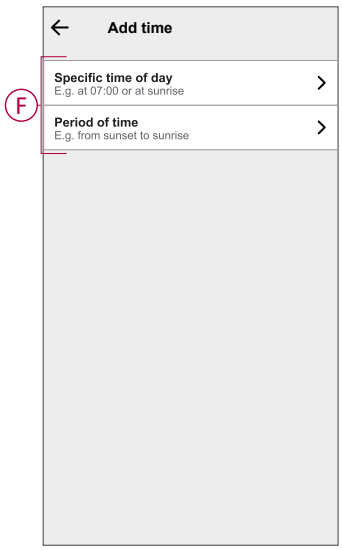
5. Tap **Device status change** > **Temperature/Humidity Sensor** > **Temperature**, Set the temperature using sliding bar (D) and select the condition (E) (less than / more than), then tap **Set**.



NOTE:

- Maximum 10 conditions can be added.
- To remove an added condition, swipe left and tap .

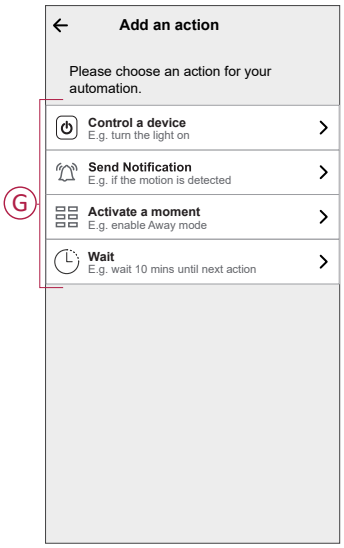
6. To set a specific time for your automation, tap **When** > **Add time** and select any of the following (F):
   - **Specific time of the day: Sunrise, Sunset, Custom.**
   - **Period of time: Daytime, Night time, Custom.**



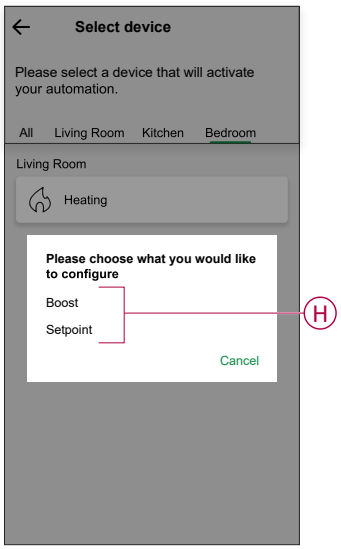
NOTE:

- Maximum 10 entries can be added
- To remove a specific time, swipe left and tap  .

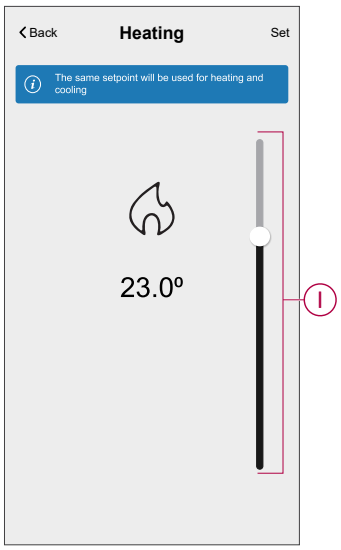
7. To add an action, tap **Then** > **Add an action** and select any of the following (G):
   - **Control a device**: Select a devices that you want to trigger.
   - **Send notification**: Turn on the notification for the automation.
   - **Activate a moment**: Select the moment that you want to trigger.
   - **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**.

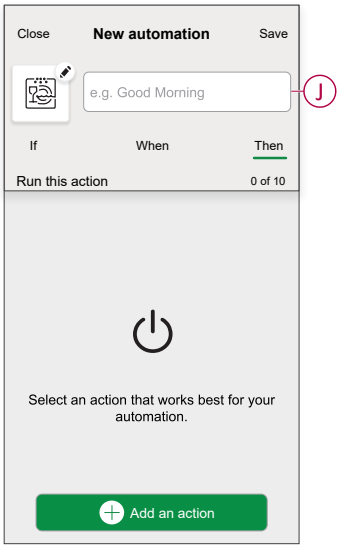


NOTE:

- Maximum 10 actions can be added.
- To remove an action, swipe it left on the action and then tap .

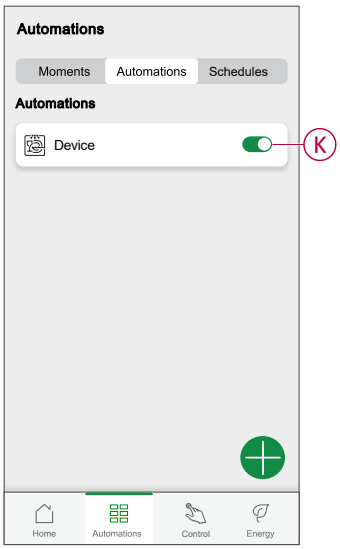
10. Enter the automation name (J).

    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.

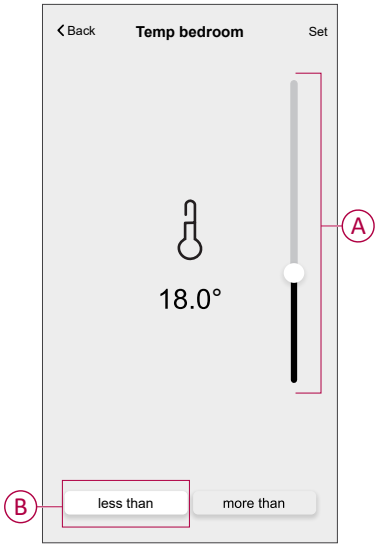
NOTE: It is mandatory to create two automations:

- 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.

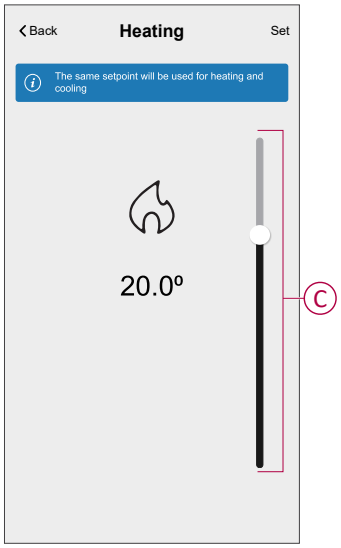
The room heater will not turn off automatically until you create another automation.

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**.



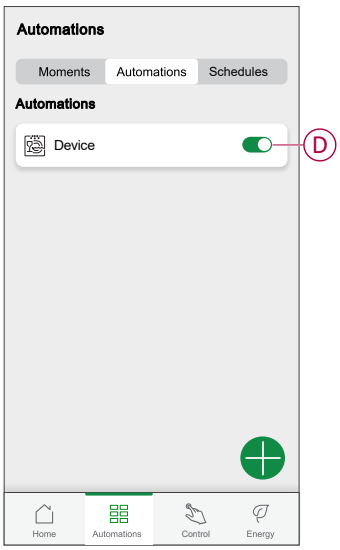
4. Read the information and tap **OK**.
5. To add an action, tap **Then** > **Add an action** > **Control a device** > **Heating** > **Setpoint**. Set the temperature to 20° C (C), then tap **Set**.



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 .

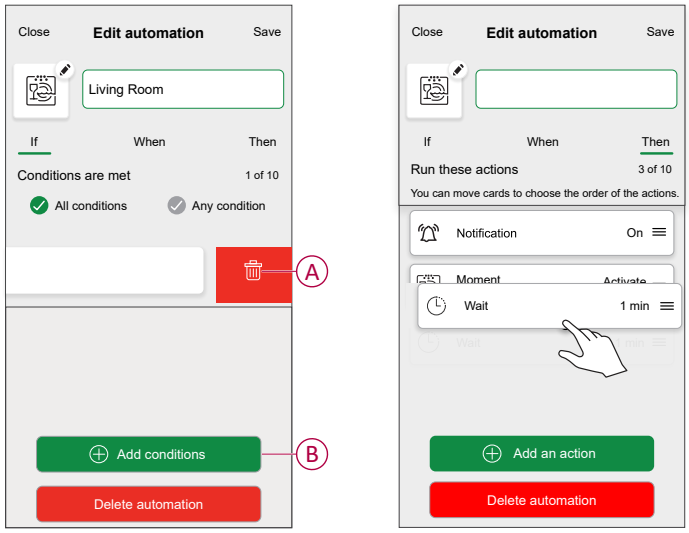
8. Tap Save.
   Once the automation is saved, it is visible on the **Automation** tab.



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.

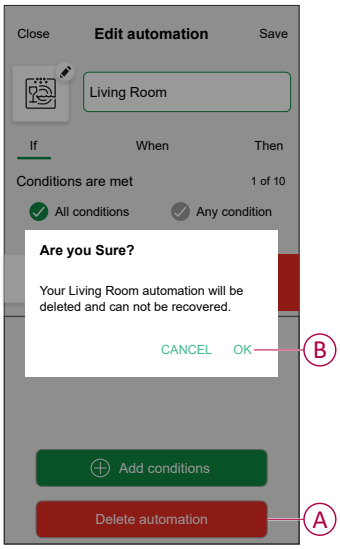


4. Tap **Save** to save the changes.

Deleting an automation

1. On the **Home** screen, tap **Automations**.
2. Go to **Automation**, tap the automation you want to delete.

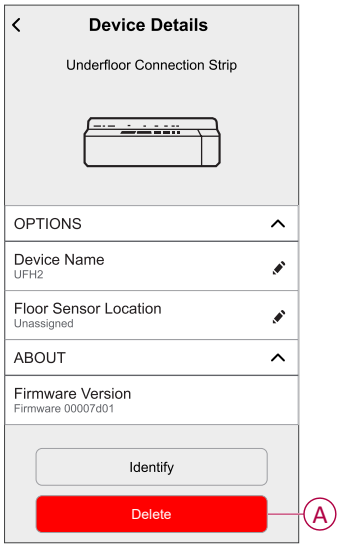
3. On the **Edit automation** page, tap **Delete automation** (A) and read the confirmation message and then tap **OK** (B).



Removing the device from the Wiser system

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

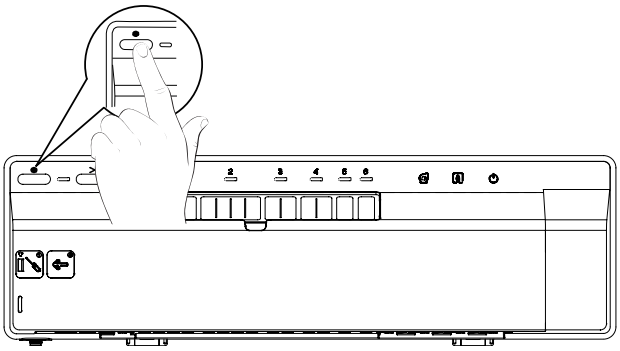
1. On the **Home** screen, tap ⚙.
2. Tap **Devices > Underfloor Heating > Delete** (A).



Resetting the device

You can reset the Underfloor Heating to the factory default.
To reset the Underfloor Heating:

1. Press and hold the Setup button for more than 15 seconds.
   After 15 seconds, the LED flashes red.



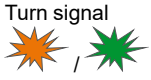
2. When the LED stops flashing red, release the setup button.
   The LED stops flashing upon successful reset of the Underfloor Heating.

LED indications

Normal use

LED	LED status	Behaviour
LED		Power plant under voltage
Channel 1-6 LEDs	off	Relay open (no call for heat)
		closed (call for heat)
	 dimmy lit	Delay in relay activation
		System test / emergency heating
Configuration LED		Connected to the Wiser Hub
		Attempting to link with the Wiser Hub
		No connection with the Wiser Hub
	Blinking red	Floor temperature exceeded
LED of a channel		Channels activated
Heating / cooling LED		Cooling mode
		Dew sensor activated
Pump LED		Pump activated
Boiler LED		Boiler activated

Settings

User action	LED	LED status	Behaviour
Connection of the control unit for configuration LED from hydraulic floor to the Wiser Hub. Press and hold the configuration button for more than 2 s.	valves	Turn signal 	The link is implemented. Follow the instructions of the application.
Resetting the control unit for hydraulic floor valves. Press and hold the configuration button for more than 20 s.	Configuration LED	Red until that all LEDs are flashing 	The control unit for hydraulic floor will be removed from the Wiser platform.
Identification of the control unit for valves. All the hydraulic floor LEDs from the application.			Identification

Troubleshooting

Symptom	Possible cause	Solution
The orange setup LED is flashing.	• Weak or no signal between the Wiser Hub and the underfloor heating. • Connection has been lost.	• Check Hub is online. • Check signal strength.
The red setup LED is flashing.	Floor temperature limits exceeded.	• Check floor temperature limits. • Check the temperature sensor connection.
Heat/Cool LED flashing blue	Dew detected on manifold	• Check dew sensor fitting • Wait for moisture to evaporate.
Output channel LED (S) flashing Green	Emergency heat is active on those channels.	Cancel emergency heat.
Unable to control temperature or No temperature input.	The room has only an Electrical Heating Switch or UFH.	To control climate in this room you need to add a Room thermostat or Connected thermostat to the room.
Control are disabled for a room with UFH strip.	The room has a UFH strip, but no channels.	To control climate in this room you need to add a UFH channel from your Room or Device screen. Refer Assign channel to the room, page 12.

Technical Data

Versions:	UFH Heat/Cool (CCTFR6600 and WF762F1A0902) UFH Heat (CCTFR6610) UFH Heat/Cool 24 V (CCTFR6620)
Power supply:	230 V / 24 V AC ± 10% 50 Hz
Zones and devices per system:	Max 6 per zone, max 16 per system, max 32 devices per system
Ambient temperature:	Operating 0 °C to 50 °C, Storage -10 °C to 55 °C
Ambient humidity: (non condensing)	Operating 25 % to 85 %, Storage 15 % to 85 %
Remote sensor temperature resolution:	1 °C
Without power:	Relays normally open
Wireless:	2.4 GHz (Bi-directional, Mesh)
Signal Range:	30 m Free space
Maximum signal strength:	14 dBm (25 mW)
Pollution class:	2
Energy class:	IV = 2%
Software class:	A
Fuse rating:	3.15 A
Relays:	Normally open 2(1)A
Number of 3 W actuators per channel:	Zones 1 and 2.....4 Actuators Zones 3 and 4.....2 Actuators Zones 5 and 6.....1 Actuators
Number of 3 W actuators per device:	14
Rated surge voltage:	4 kV
Terminals (green):	Screwless for type Y 0,08-1,5 mm², AWG 16-28
Protection class:	Class II
Ingress protection:	IP30
Antenna:	External antenna (supplied)
Automatic function:	Not applicable: the thermostat controls the temperature
Method of earthing control basic version:	Device in not earthed. Double insulated.
Method of earthing control full version:	The device is not earthed. A terminal is provided for an external earth cable. Double insulated.
Dimensions:	305 x 90 x 65 mm (LxHxD)

Compliance

Product Environmental Data

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DUG_Underfloor Heating Connection Strip_WH-06