



connect

ideal



## User start guide

Connected wireless room thermostat

Logic Combi C / Vogue Gen 2 Combi  
Logic Max Combi C / Vogue Max Combi  
Vogue Combi C / Logic Combi





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## Introduction

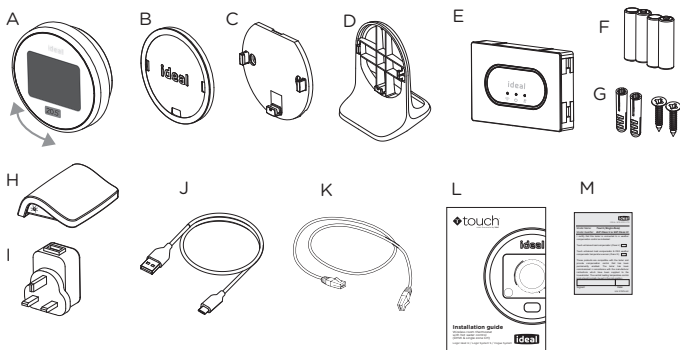
Welcome to the Ideal Touch Connect user guide. This guide will help you control your central heating using your Ideal Touch Connect.

A quick start, Installation guide and FAQs can be found at [www.idealboilers.com](http://www.idealboilers.com).



# Ideal Touch kit contents

- |                           |                       |                           |
|---------------------------|-----------------------|---------------------------|
| A. Touch thermostat       | E. Boiler transceiver | J. USB lead               |
| B. Mounting bracket cover | F. Batteries (AA)     | K. Ethernet cable         |
| C. Mounting bracket       | G. Screws and plugs   | L. Instructions           |
| D. Desktop stand          | H. Gateway            | M. SAP registration label |
|                           | I. USB power plug     |                           |



# Thermostat location guidelines

In-between the boiler transceiver and the Touch thermostat there must be:

- Less than 20 metres
- No more than a total of 3 walls and ceilings
- No large metallic objects (e.g. American fridge/freezer)
- No large mirrors or windows
- No walls running along the RF path

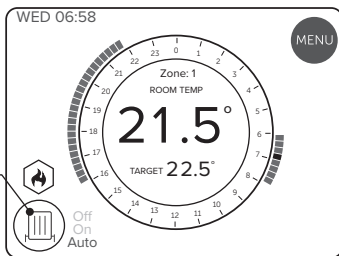
The Touch thermostat must not be within 1 metre of a wifi booster / router and should not be placed near draughts, in direct sunlight or near heat sources. Note - there must be a free ethernet connection available on the house wireless router and the router must be a standard household router. A mains socket must be available close to the router.


# Features

- Simple user Interface
- Rotating outer wheel
- Summer/winter time (GMT/BST) automatically updated
- 7 day control of heating
- Delivers maximum boiler operating efficiency
- Boost
- Tap to wake

## Operating modes (auto/on/off)

Tap here to change the central heating operating mode (from auto to continuously on to continuously off)

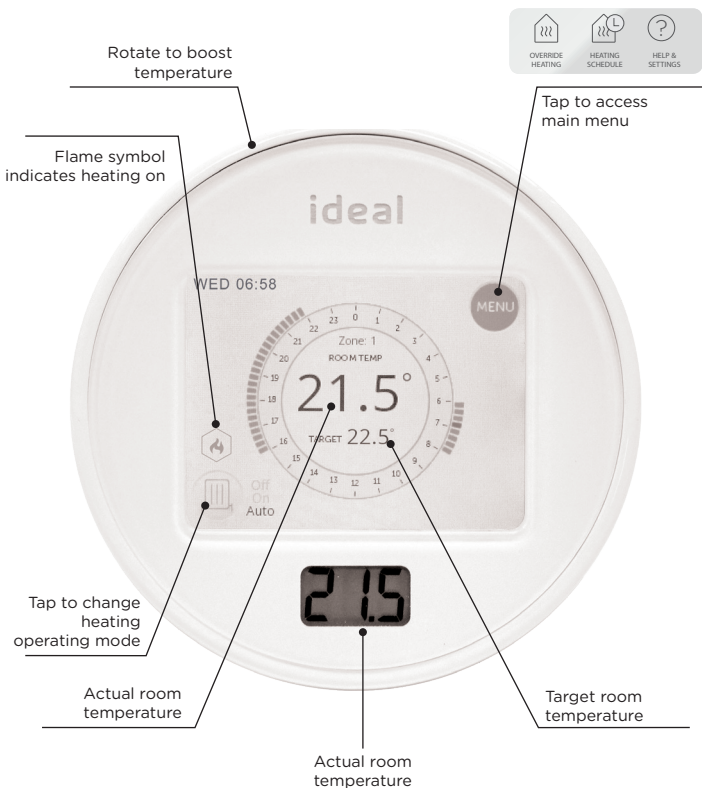


	
Auto	Your heating will run as set by your schedule
On	Heating is constantly on, use outer wheel to adjust temperature
Off	Heating is constantly off

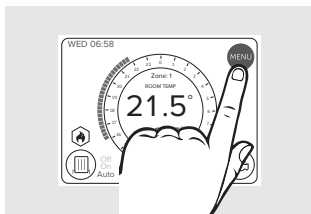
# Using the Ideal Touch thermostat

If central heating is timed on or continuously on the target room temperature can be adjusted by rotating the outer plastic wheel of the device.

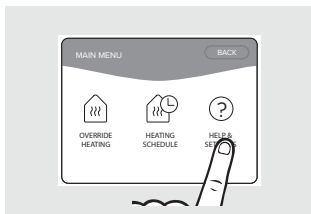
If central heating is timed off then central heating can be activated by rotating the outer wheel until the desired room temperature is shown (Boost).



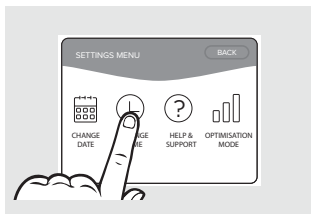
# Setting the time



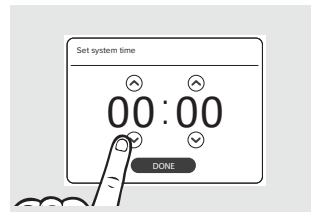
- 1 Tap screen to wake up.  
Press MENU.



- 2 Press HELP & SETTINGS.



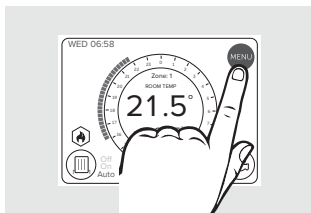
- 3 Press CHANGE TIME.



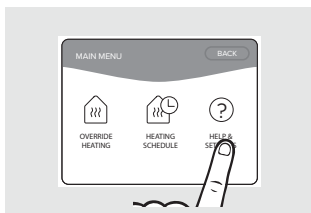
- 4 Set the time using the up and down arrows.  
Press DONE.



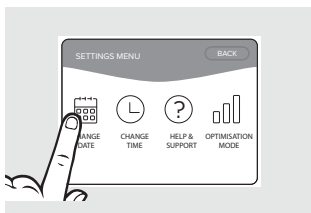
# Setting the date



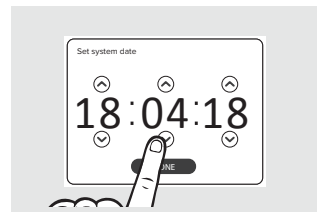
- 1 Tap screen to wake up.  
Press MENU.



- 2 Press HELP & SETTINGS.



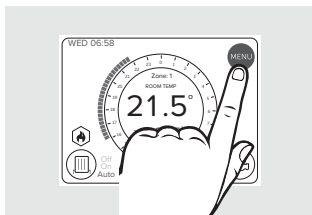
- 3 Press CHANGE DATE.



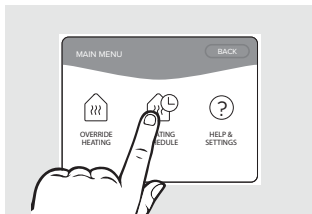
- 4 Set the date using the up and down arrows.  
Press DONE.

# Changing central heating schedule

The Ideal Touch thermostat comes pre-programmed with a default heating schedule which can be easily altered and/or reviewed.



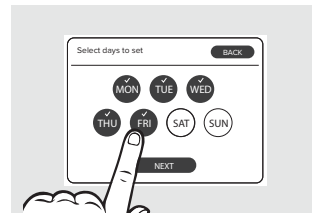
- 1 Tap screen to wake up.  
Press MENU.



- 2 Press HEATING SCHEDULE.

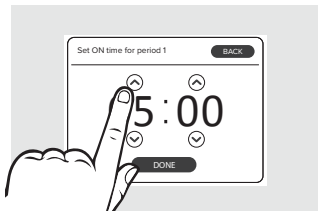


- 3 Press MODIFY.



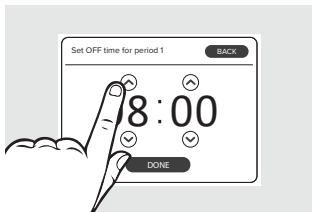
- 4 Press the days you would like to set.  
Press NEXT.

# Changing central heating schedule



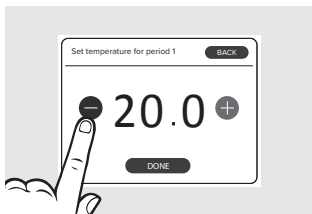
- 5 Set the ON time using the up and down arrows.

Press DONE.



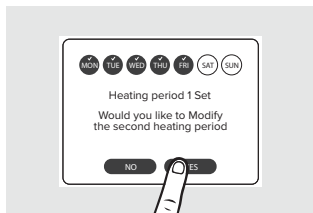
- 6 Set the OFF time using the up and down arrows.

Press DONE.



- 7 Set the temperature using the + and - buttons.

Press DONE.

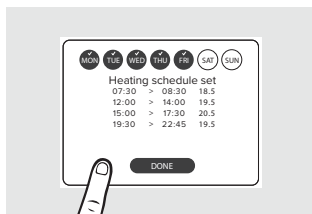


- 8 To modify the 2nd ON period press YES.

Once ON/OFF times are set for the 2nd period to add another ON period press YES.

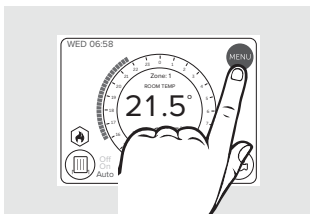
If not press NO.

# Changing central heating schedule

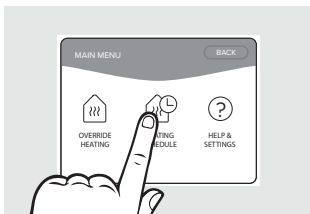


9 Press DONE.

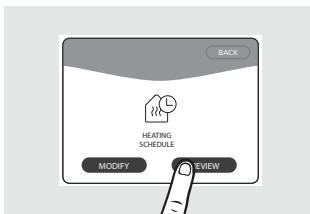
# Review the central heating schedule



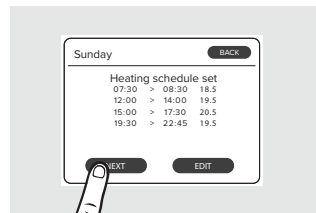
- 1 Tap screen to wake up.  
Press MENU.



- 2 Press HEATING SCHEDULE.

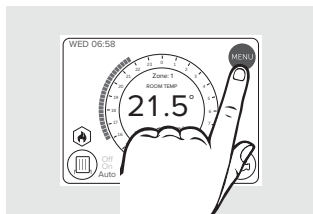


- 3 Press REVIEW.

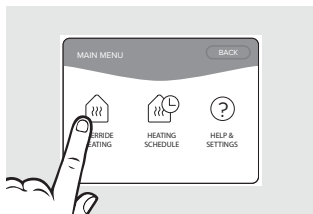


- 4 To change the schedule press EDIT.  
To see the next day press NEXT. To exit press EXIT or press NEXT on Sunday's schedule.

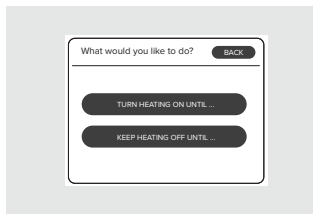
# Override central heating



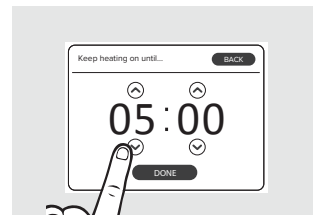
- 1 Tap screen to wake up.  
Press MENU.



- 2 Press OVERRIDE HEATING.



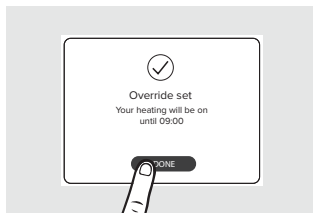
- 3 Press the desired option.



- 4 Set the time required using the up and down arrows.  
Press DONE.

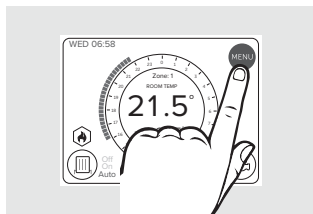
# Override central heating

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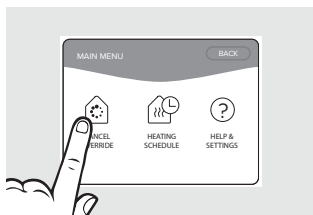


- 5 Press DONE. Note that the override period will be shown by blue tappets.

# Cancel central heating override



- 1 Tap screen to wake up.  
Press MENU.



- 2 Press CANCEL OVERRIDE.



- 3 Press the desired option.

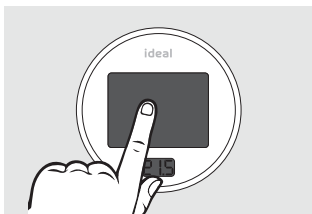


- 4 Press DONE.

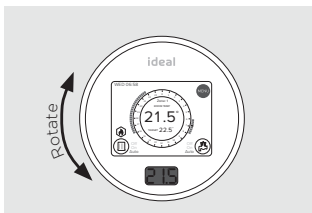


# Central heating boost

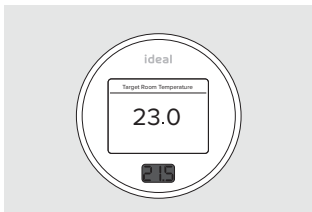
Boosting the central heating will keep the heating at your desired target temperature until the next heating ON period. Once the next heating ON period is reached the Touch thermostat will revert back to the times and temperatures set in your schedule period. If you require heating for a timed period please use the override function.



- 1 Tap screen to wake up.
- 



- 2 Rotate the outer wheel until your desired target temperature is reached.
- 



- 3 The display will now show the target temperature.
-

# Ideal Touch app

Download and install the Ideal Touch app onto the householders phone. (Available on Google Play or the Apple app Store.)

A web application is also available at <https://app.idealtouch.co.uk>

Open the Ideal Touch app, tap on create an account and follow the in-app instructions.



	Smart phone / tablet	PC
Minimum operating requirements	iOS 9 Android 4.4.3	Latest version of chrome, safari, firefox or internet explorer on Mac OS Windows 7

## Gateway pin

During app set up the gateway pin will be requested.

Locate the 12 digit gateway pin on the base of the gateway, and record the PIN below.



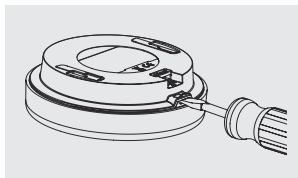
  
**IP30 GATEWAY ETHERNET**  
  
**PIN : XXXX-XXXX-XXXX**  
SN:21182300000001  
MAC: F8:81:A:Q3:7C:FA  
UK - HU5 4JN - National Av  
Made in TUNISIA  5V---120mA

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# Battery replacement

Batteries should operate for approximately 18 to 24 months. Only good quality alkaline batteries are to be used.

If the batteries run out then central heating and hot water will continue to operate during the set time periods but room temperature control will become less accurate.



- 1 Un-clip the thermostat from its cradle by sliding the Touch thermostat upwards.
- 2 Using a flat bladed screwdriver, remove the rear cover.
- 3 Replace batteries and refit battery cover.

# Troubleshooting

FAULT	ACTION
Radiators will not switch off	Check that the Touch thermostat is not set to on. Rotate outer wheel anti clockwise until the target temperature is below the actual temperature.
Radiators will not switch on	Check that the Touch thermostat is set to on or auto. If set to Auto check you are within a scheduled-on period (blue tappets) and rotate outer wheel clockwise until target temperature is above the actual temperature.
Warning triangle is showing	Press warning triangle. If "Zone 1 Fault" is shown refer to location guidelines. If "Boiler Fault" is shown, check boiler display and refer to boiler installation manual.
No response to temperature / time adjustments	Check the left-hand light on the relay transceiver. If this is off, refer to the location guidelines.
Touch thermostat screen is blank after tapping	Check the batteries are inserted correctly. Replace the batteries in the thermostat.
Gateway light is solid orange	Check ethernet cable is connected.
Gateway light is solid red	Refer to gateway location guidelines.

## Default times

Day	Central Heating	
	Period 1	Period 2
Mon	06:00 - 08:00	16:00 - 22:00
Tues	06:00 - 08:00	16:00 - 22:00
Wed	06:00 - 08:00	16:00 - 22:00
Thurs	06:00 - 08:00	16:00 - 22:00
Fri	06:00 - 08:00	16:00 - 22:00
Sat	06:00 - 08:00	16:00 - 22:00
Sun	06:00 - 08:00	16:00 - 22:00

# Warranty

All Ideal Touch Controls offer customers the comfort of a 12 month Ideal warranty, subject to the following terms and conditions. During the period of the warranty 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:

The warranty will commence from the date of installation. Without proof of purchase the warranty will commence from the date of manufacture (via serial number).

The Installation needs to be registered within 30 days of installation, it can be registered online by visiting **[www.idealboilers.com](http://www.idealboilers.com)**

If the control suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

Northern Ireland: 02890 331444  
Elsewhere in the UK: 01482 498660  
Our normal working times, excluding Bank holidays, are:

8am - 6pm Monday to Friday

8am - 4pm Saturday

8am - 12 noon Sunday

## **The warranty does not apply:**

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

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

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

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

Our Ideal Warranty 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, P.O. Box 103, National Avenue, Hull, HU5 4JN.





**WEEE DIRECTIVE 2012/19/EC**

**Waste Electrical and Electronic Equipment Directive**

- At the end of the product life, dispose of the packaging and product in a corresponding recycling centre.
- Do not dispose of the unit with the usual domestic refuse.
- Do not burn the product.
- Remove the batteries.
- Dispose of the batteries according to the local statutory requirements and not with the usual domestic refuse.

**ideal**

**Ideal Boilers Ltd**

P.O. Box 103, National Avenue  
Hull, HU5 4JN.

[www.idealboilers.com](http://www.idealboilers.com)

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For more detailed installation instructions and user guide see [www.idealboilers.com](http://www.idealboilers.com)



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**SCAN HERE FOR FURTHER HELP**

**Consumer Helpline**  
T: 01482 498660

**Technical Helpline**  
T: 01482 498663

