



evohome Multi-zone Heating system

Installation 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 with any boiler and also control both underfloor heating and stored hot water.

Therefore, installation needs to be carried out by a professional installer who has:

1. Familiarised themselves with all the evohome installation manuals for all the various components on the system - these are provided with the product when purchased and can also be downloaded from the appropriate product pages at www.honeywelluk.com
2. Taken advantage of available training information. The Honeywell YouLearn evohome training package is a free online facility that can be used to learn about every aspect of the product set and the installation requirements. <http://www.honeywelluk.com/professional-zone/training-online/>
3. Has a good understanding of the environment within which evohome is being installed and an appreciation of the things to look out for when installing wireless products.
4. Understands the other tools available such as the evohome system builder <http://sb.evohome.honeywell.com/>

Common Installation Issues

There are a small number of common issues that we are seeing installers experience – these are not due to faulty product and can easily be overcome once identified.

Wireless devices too close together. Honeywell's wireless technology is robust and designed to not interfere with or be interfered by other wireless products, when installed as instructed.

The golden rules to follow are:

1. Install any Wireless devices, especially the wireless relay boxes, at least 30cm apart. If these are installed too close together, it will reduce the sensitivity of the signal leading to communications issues and may cause firing of the boiler when there is no demand.
2. Ensure that the wireless signal is not being blocked by large metal objects or foil lined plaster board. Again this will weaken the signal.

Incorrect Wireless binding between wireless devices.

Binding (the partnership signal between wireless devices) is an essential part of any wireless system. Faults are often rectified by investigating how these bindings are set up in the system you are installing.



1. Double binding of the boiler wireless relay (receiver) or the relay used to switch the zone valve in a sundial application. This most commonly results in red lights on the relays and communications errors on the evohome controller screen. Please refer to the installation guide to ensure that you have the correct bindings set up. If in doubt please follow the guided configuration screen and select Stored Hot Water Configuration and rebind the heating and hot water relays.
2. Binding a boiler relay along with both sundial relays. These cannot exist in the same evohome system and will result in random boiler firing. Figure 4 on page 83 of the installation guide refers. If the system has been configured with both hot water and heating relays and a boiler relay, the boiler relay can be deleted from the System Parameters menu.

On-site support

We are sorry but we do not have engineering support that makes site visits to commission evo systems.



We support installers wishing to install evohome systems with training both online and face to face and with an online information resource. A link to this is here <http://connectedproducts.honeywelluk.com/>

We do not engage directly with homeowners over an install. This is part of the contract we have with installers through merchants, and allows that the responsibility for the overall heating system remains with the installer who also owns the contract with the homeowner.

Requesting further assistance

Following the above advice will hopefully ensure that you have a trouble free installation. In the event that you continue to have problems, we would ask that any request for assistance is accompanied by the following:

1. A brief overview of the system configuration, e.g number of zones, type of heating system etc.
2. The nature of the issues being seen.
3. A photo of the position of the wireless relays installed.
4. A photo of the position of the evohome controller.
5. A photo of the evohome **home** screen (not the idle screen).
6. A photo of the fault log (This can be accessed via the installer settings on the evohome controller).

This information is required (along with any other information you feel is pertinent) in order for us to both understand the system configuration and avoid any further delays in providing assistance.

Please email this information along with your contact details to uksalesengineering@honeywell.com

Apologies that we cannot contact your customer directly, but I am sure the issues you have can be rectified quickly and simply by following the above process.

Further support will be provided to assist in resolving these issues.

Further reading

A wireless fault finding FAQ document can be found here <http://www.honeywelluk.com/products/Systems/Zoned/evohome-WiFi-Connected-Thermostat-Pack/>

An article on things to consider when installing wireless heating controls can be found here <http://www.honeywelluk.com/professional-zone/resource-centre/FAQs/>



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