



YOUR INTRODUCTION: SAY HI TO HOMELY



WHY HOMELY?

Homely is a smart home solution designed to get the best out of your heat pump.

That means managing your hot water and heating efficiently so your home stays warm, you stay comfortable and your heat pump bills stay lower.

Homely includes:

- The **Homely Hub** which is attached to your heat pump.
- The **Homely app**, which lets you set your schedules and change your settings.
- The **Homely temperature node**, which goes on your wall and sends key information to the hub.



WHY IS HOMELY BETTER FOR YOUR HEAT PUMP?

Homely signals your heat pump to turn your hot water or heating based on the schedule you choose.

Unlike systems that rely on basic relays, Homely is always adjusting the power of your heat pump, maximising efficiency, minimising costs and making sure you stay comfortable.

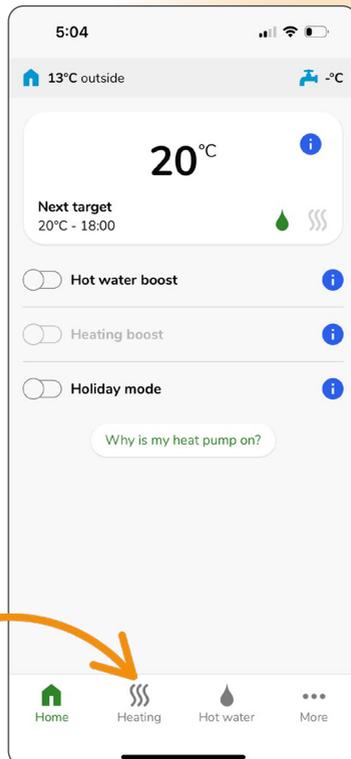
Homely includes the following features to help you manage your heating and hot water:

- **Scheduling:** set your heating and hot water to match your lifestyle
- **Boost on request:** instantly increase your heating or hot water when you need it
- **Weather compensation:** automatically adapts to outside factors like the amount of sunshine.
- **Home learning:** (depending on mode), learns how your home retains heat
- **Tariff optimisation:** (depending on mode), heats your home during lower cost periods to save you money.

HEATING

You'll find what you need to manage your heating in the **Heating** section of the Homely app. You can:

- Create a personalised schedule
- Choose whether your property is currently being heated
- Choose whether to heat overnight
- Decide whether your home can exceed your set temperature

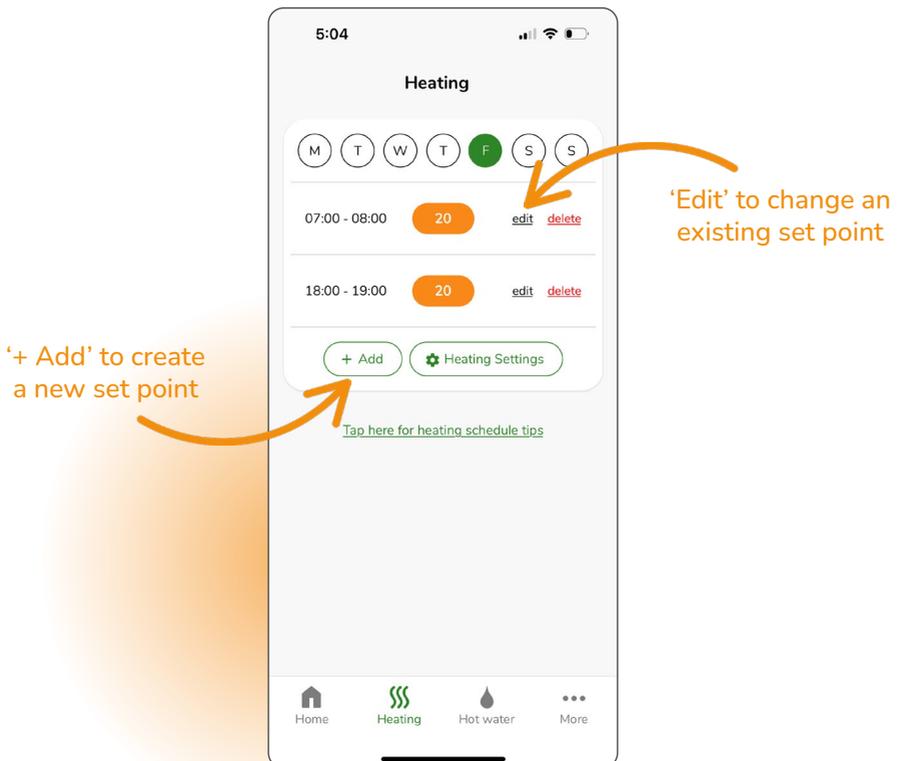


You'll find the heating section here in the app

HEATING: HOW TO MAKE CHANGES

To configure your heating schedule you'll need to:

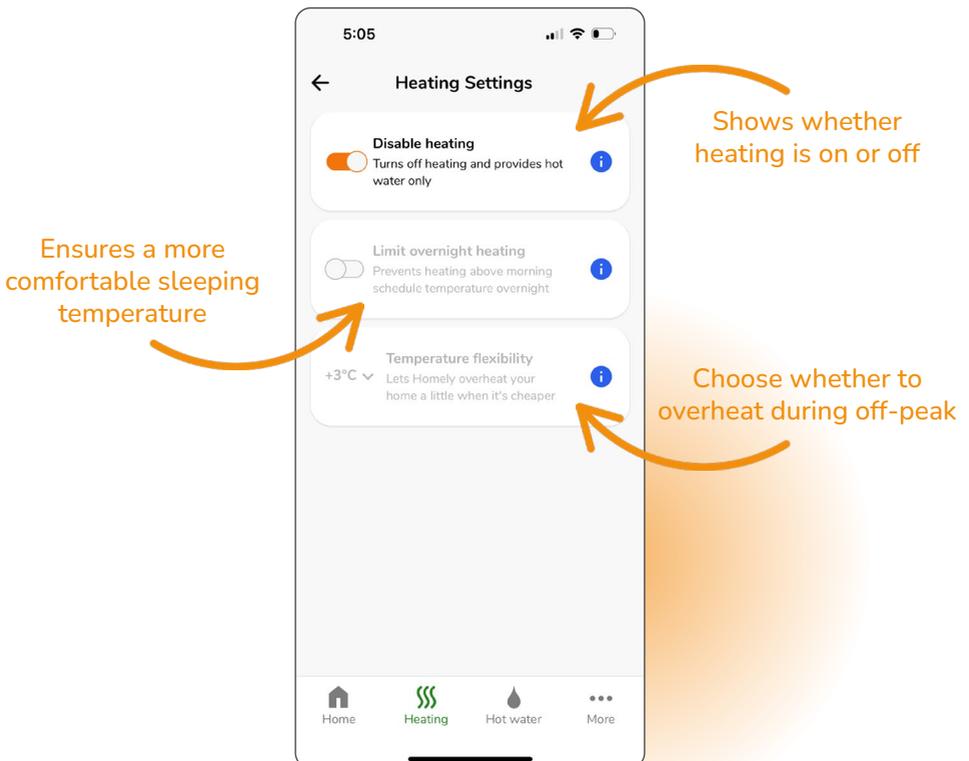
1. Open the 'Heating' tab
2. Select your day of the week
3. Either:
 - a. Click 'Edit' next to one of the existing set points, or
 - b. Select '+ Add'
4. Enter the temperature you would like to have your home at and the times which you would like this temperature to start and end
5. Click 'Confirm'



HEATING: FURTHER OPTIONS

Under the heating schedule, you'll see a drop down called 'Heating Controls' which includes some extra options:

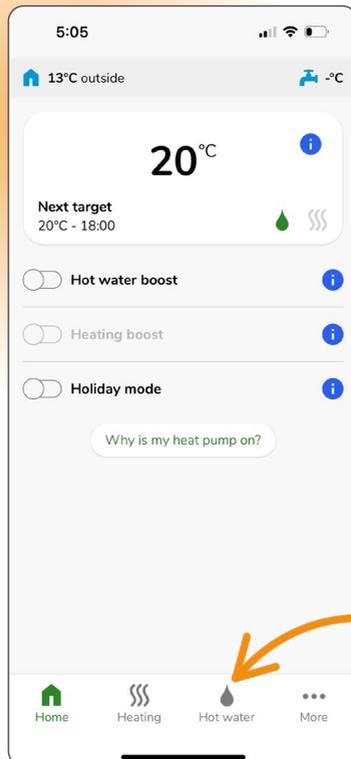
- **Heating schedule is active/off**
Whether you want your heat pump to heat your home, or only provide hot water.
- **Cool night mode (*Smart+ only*)**
Switching this on prevents your system from heating your home overnight beyond the set point
- **Temperature flexibility (*Smart+ only*)**
This lets the system overheat your home during off-peak energy periods to carry it through more expensive periods.



HOT WATER

You'll find what you need to manage your hot water in the **Hot Water** section of the Homely app. You can:

- Create a personalised schedule
- Choose whether your water heats or reheats

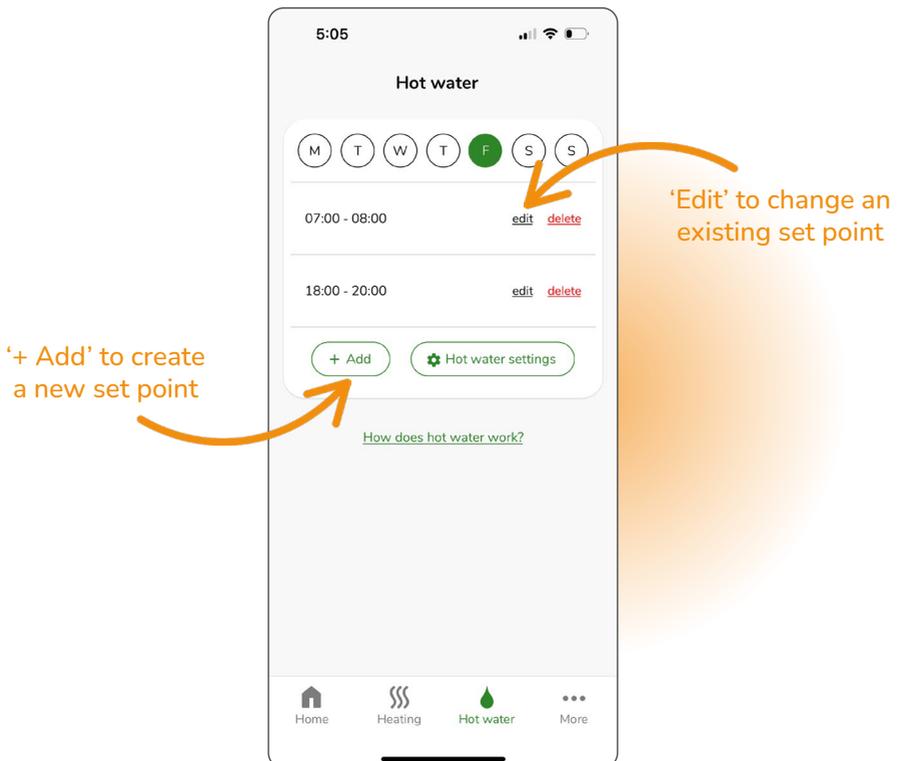


You'll find the hot water section here in the app

HOT WATER: HOW TO MAKE CHANGES

To configure your heating schedule you'll need to:

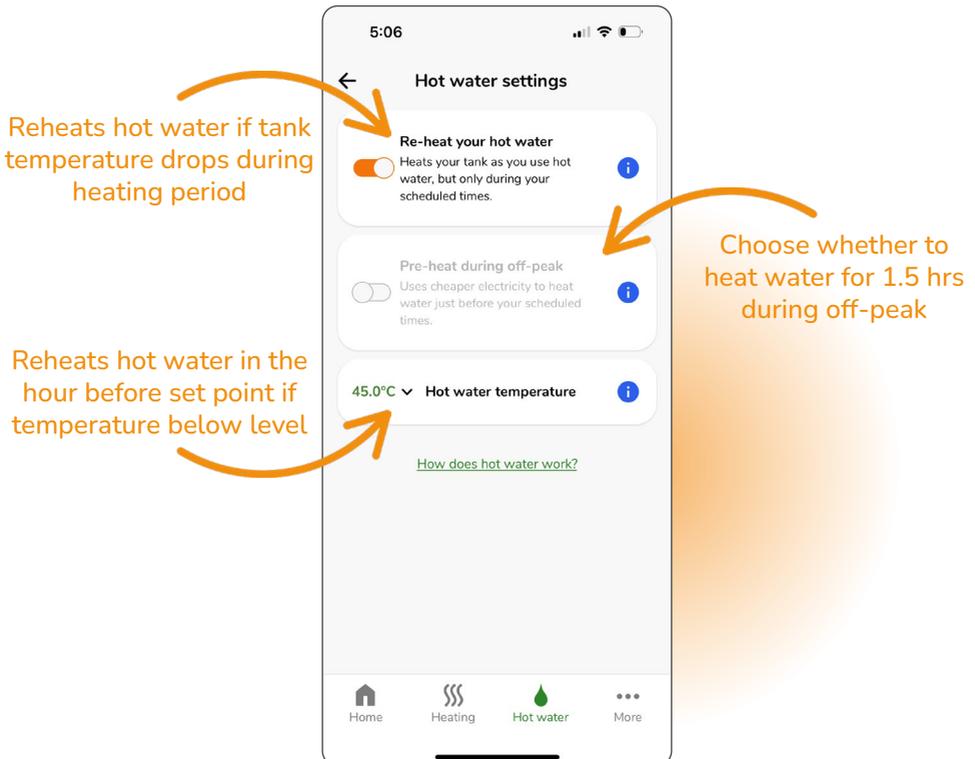
1. Open the 'Hot Water' tab
2. Select your day of the week
3. Either:
 - a. Click 'Edit' next to one of the existing set points, or
 - b. Select '+ Add set point'
4. Enter the times at which you'd like to have hot water
5. Click 'Confirm'



HOT WATER: FURTHER OPTIONS

Under the hot water schedule, you'll see a drop down called 'Hot Water Controls' which includes some extra options:

- **Heat before set point**
Turning this on tells your heat pump to reheat your hot water tank during the hour before your scheduled set point if the tank temperature is below your set level.
- **Reheat during set point**
Switching this on lets your system reheat hot water if the temperature drops more than 5°C below your set level during a scheduled period.
- **Pre-heat during off-peak (Smart+ only)**
Tells your heat pump to heat your hot water tank for 1.5 hours during your off-peak energy period.



HOT WATER: HOW BEST TO SET UP

Moving to a hot water tank can be a big change, here are a few pointers on how you can set up hot water to suit your needs.

Target temperature

This controls how hot your water will be. The higher the temperature you set, the less efficient your heat pump becomes.

- **More hot water:** higher temperatures mean more hot water is available at once.
- **Efficiency trade-off:** higher temperatures make the heat pump work harder, lowering efficiency.
- **Reheating time:** it can take between 30 minutes and 2 hours to reheat a full tank.

Hot water scheduling

Hot water tanks are well insulated, but still lose a small amount of heat over time. Keeping your tank at a high temperature when you don't need it can waste energy so to avoid this, schedule your hot water to heat only when you need it.

- **Energy loss:** keeping water at a high temperature for long periods increases heat loss and energy usage.
- **Improved efficiency:** your heat pump performs better when reheating cooler water only when needed rather than keeping your hot water at a high temperature all day.

HOT WATER: SET UP GUIDE

STRATEGY	SCHEDULE	HOT WATER CONTROLS	BEHAVIOUR	COST EFFICIENCY	COMFORT
SINGLE MORNING SCHEDULE	08:00-10:00	Preheat during offpeak (<i>Smart+ feature</i>)	No reheating for the rest of the day. Provides around 3 showers.		
TWO SCHEDULES (MORNING & EVENING)	08:00-10:00 18:00-22:00	Preheat during offpeak (<i>Smart+ feature</i>)	Provides around 3 showers in morning and again in the evening.		
TWO SCHEDULES AND EXTRA PREHEATING	08:00-10:00 18:00-22:00	Preheat during offpeak (<i>Smart+ feature</i>) Ready for set point	Heats again just before set points in case the tank dropped in temperature before the evening schedule.		
HOT WATER ALWAYS AVAILABLE	00:00-23:59	Preheat during offpeak (<i>Smart+ feature</i>) Ready for set point Reheat during set point	Ensures hot water is constantly available by reheating immediately during the set period. May heat during higher price periods.		

WHAT DO I DO IF HOMELY GOES OFFLINE?

Homely uses your internet connection to support its predictive algorithm, helping your heat pump run as efficiently as possible.

However, if your Homely hub loses connection to the internet, it will still continue to control your heating and hot water in backup mode. This is a temporary solution, so you need to reconnect your hub as soon as possible.

Quick reference

If your Hub is showing an amber or red light next to 'Node' then you'll need to reconnect the Hub and node using the steps on the next page.

If this light shows amber or red, you need to reconnect



Homely Hub

Homely Node

HOW TO RECONNECT

- Press and hold the Zone button on your Hub until the light next to 'Node' turns amber.



- Press and hold the button on the side of the temperature node until the light turns orange.
(If no light shows, then you need to check the battery)



- The light will then change from amber to green to show the node is now connected. This can take up to 30 seconds.

If the node still isn't connected, unplug the power cable to your Homely Hub and plug it back in after 30 seconds.

Allow up to 60 seconds for the hub to power up fully, during which all the lights will turn white.

EXTRA HELP

You can find more help, including a troubleshooting guide here:

<https://help.homelyenergy.com/knowledge/homeowner-troubleshooting>