

idealheating.com

# HALO

AIR

Halo Air User Guide

For use with



# USER GUIDE

UIN: 234819 (RF), 234790 (Wi-Fi).

Comprising of 234821 ( Halo Air Thermostat ) & 234825 ( Halo Air Interface ) and 235327 (Halo Air Bracket).

**Welcome to your new Ideal Halo control. This thermostat will help you to control both your heating temperature and the times that your heating and hot water is on.**

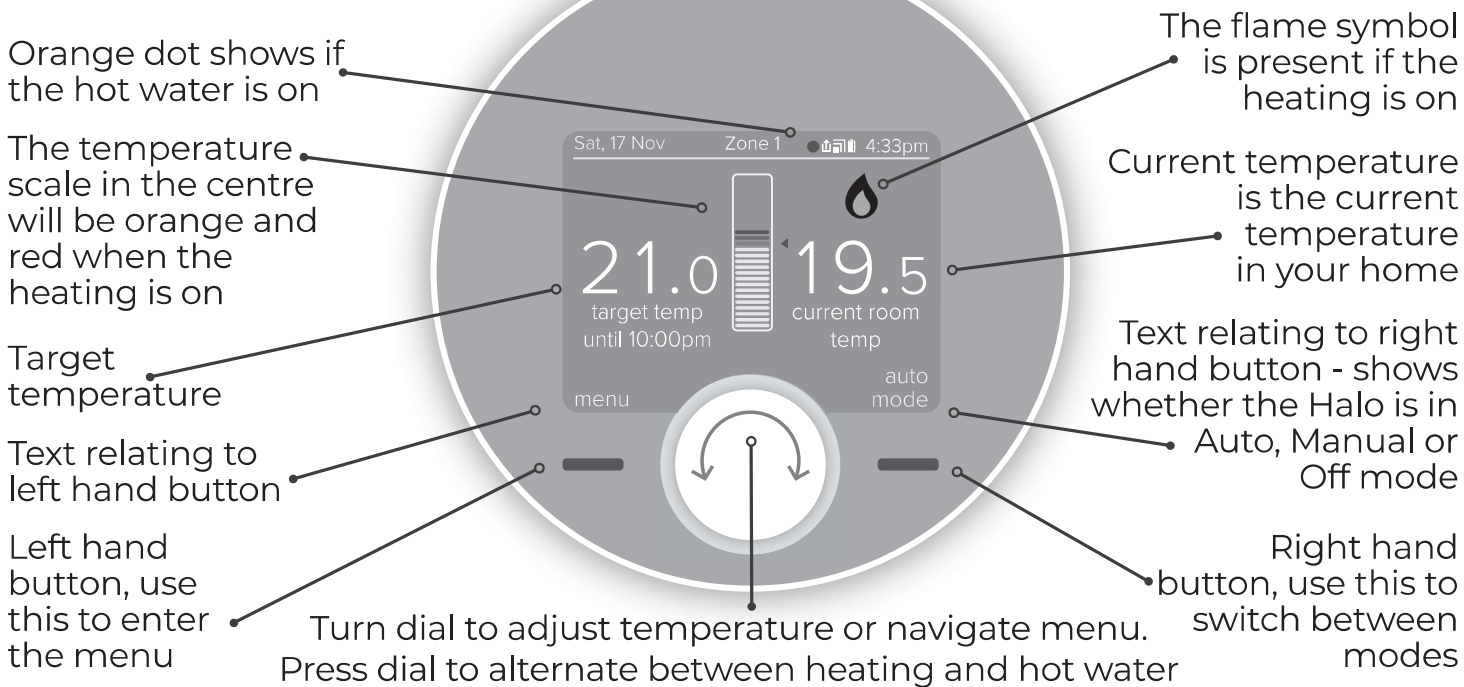
Halo is a battery powered, wireless control for both heating and hot water, that uses a protocol called Zigbee to communicate with the Smart Interface that wires into the heat pump.

This user guide is applicable to both the Halo Air RF and Halo Air Wi-Fi control.

Halo Air RF is a non-connected control (control is via the Halo Air unit only).

Halo Air Wi-Fi is a wireless heating control that is connected to the internet. You can download the Halo app on Google Play or the Apple app store. You will not have to pay to use the app.

For more information on the features in your Halo app visit the Help section of the app or visit our website [idealheating.com](http://idealheating.com)



If you have purchased or are upgrading a Halo Air RF (non-connected control) you can upgrade this to an internet connected heating control by downloading the Halo app and following the steps in the app to connect your Halo control. You will be required to pay a connection fee to upgrade to app-controlled heating.

# MAIN FEATURES

## HEATING



### MODE SELECTION

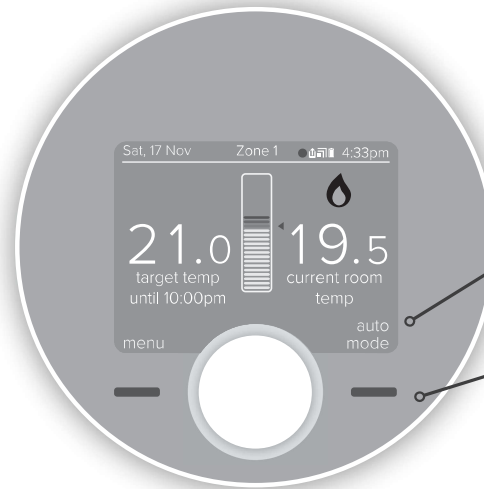
You can choose to run your Halo in Auto, Manual or Off mode.

Auto: runs your heating to pre-set scheduled times and temperatures.

Manual: you control the temperature by manually turning the dial, there are no set schedules.

Off: your heating will be set to a low temperature (default 8°C) for frost protection.

Move between Auto, Manual and Off modes using the right hand side button, scroll down the menu using the dial and push to select.



The current mode is displayed bottom right

Press the right hand button to change the mode



Use the dial to scroll between the different modes (Auto, Manual and Off) and then push the dial or press the right hand button to confirm your selection

**TOP TIP:** Your heat pump works most efficiently when it is programmed to use less power over a longer period of time.

**TOP TIP:** 'Auto' will keep your house warm 24/7, but help you use less energy when you don't need it, this is done through 'Comfort' and 'Setback' target temperatures. The 'Comfort' temperature could be used for when you want your house to be warmer. The 'Setback' temperature is for when you would like for your house to be cooler.

# MAIN FEATURES

## HEATING



### PLUS HOURS

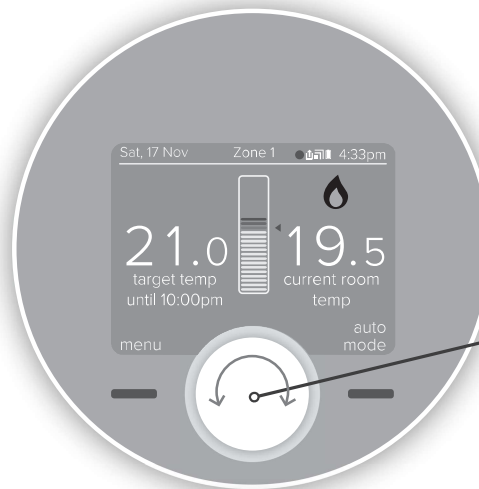
If you want to maintain the current temperature of your heating, instead of moving to the next setting, simply press and hold the dial.

A pop up menu will appear for you to select how long you would like to extend the temperature for, turn and push the dial to make your selection.

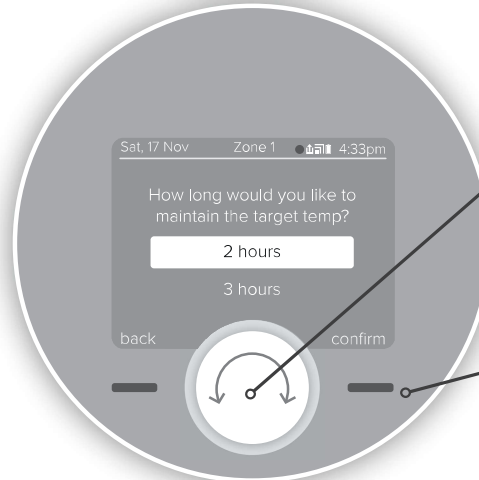
Additionally, this feature can be accessed through the main menu, under “Heating Plus Hours”.

**Note:** The target temperature can also be changed by turning the dial, once the plus hours override is active.

**TOP TIP:** You could use this feature if you want to keep your heating on for longer than is scheduled. Maybe you're not going to work today and you want your heating to stay on all morning.

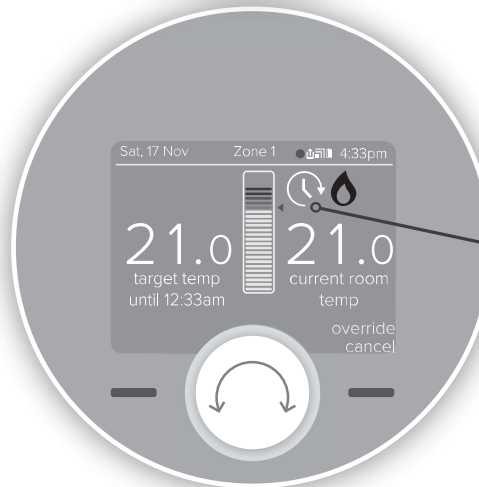


Press and hold the dial to extend the current heating setting



Turn the dial to select how long you would like to extend your heating for

Push the dial or press the confirm button to apply your selection



The home screen will now display the override icon above the current temperature

## MAIN FEATURES

### HEATING

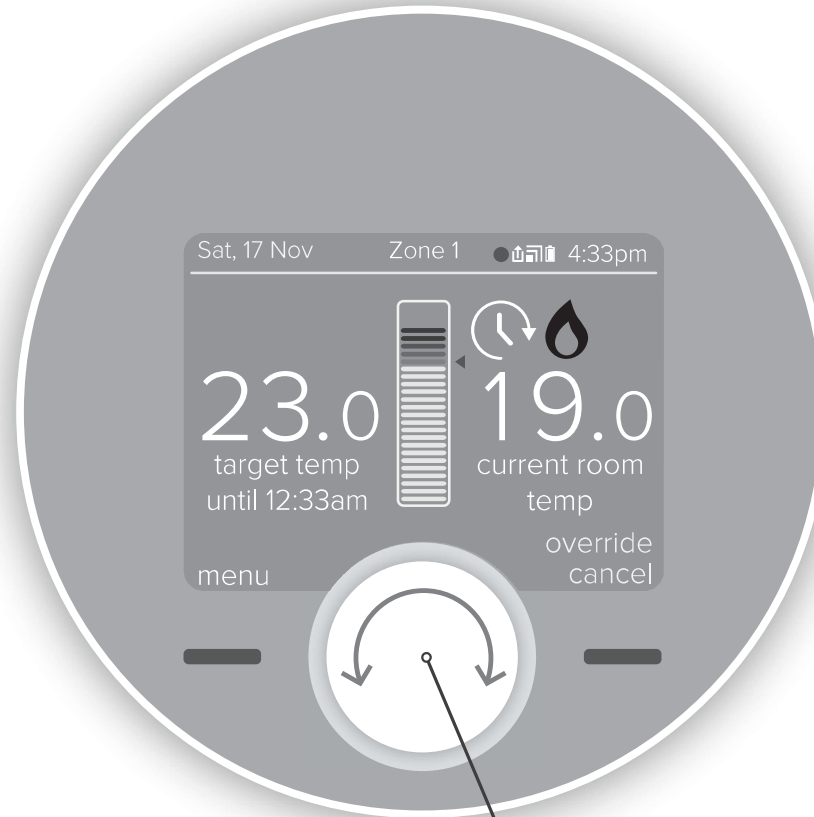


#### OVERRIDE

If you are running a schedule with pre-set times (Auto mode) and you want to adjust the temperature of your heating temporarily, simply turn the dial to your desired temperature.

The new temperature will be active until the next scheduled change shown under the target temperature.

The home screen will now display the override icon above the target temperature.



Turn the dial to adjust the target temperature temporarily (this could be up or down)

**TOP TIP:** You could use this feature if you want to boost your heating to a higher temperature for a period of time. Maybe you're feeling chilly or you're staying up later than usual and want to keep the comfort temperature on for longer.

# MAIN FEATURES

## HEATING



### SCHEDULES

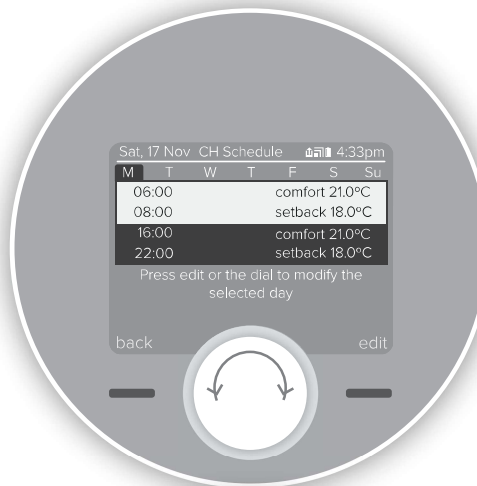
Your Halo will come with a pre-set schedule:

- 6:00am Comfort
- 8:00am Setback
- 4:00pm Comfort
- 10:00pm Setback

You can alter this schedule by entering the “timed heating schedule” section in the main menu.

**TOP TIP:** If you want to change more than one day you can use the copy day feature to copy the schedule from one day to other days.

**TOP TIP:** Schedules help to balance comfort and energy efficiency, so you are heating your home to suit your lifestyle. Don't forget you could set your weekend schedules differently to during the week if your routine changes.



Turn the dial to move between the different days and view the schedule that is set. To edit a day, push the dial or right hand button when the day is highlighted in light blue.

Push the dial to edit a heating time when it is highlighted in light blue. You can also add an additional heating period by scrolling and pushing on the “Add new heating event” bar. You can have up to 6 heating events per day in your schedule.

Alter the start times of the heating period by scrolling and then pushing the dial to edit. Then use the dial to alter the time and push to confirm. Push the right hand button to save your changes.

# MAIN FEATURES

## HEATING



### TEMPERATURE SETTINGS

Your Halo will come with pre-set Comfort, Setback and Frost temperatures:

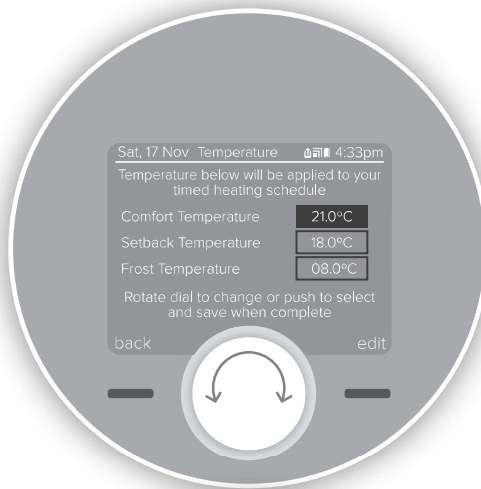
Comfort 21°C

Setback 18°C

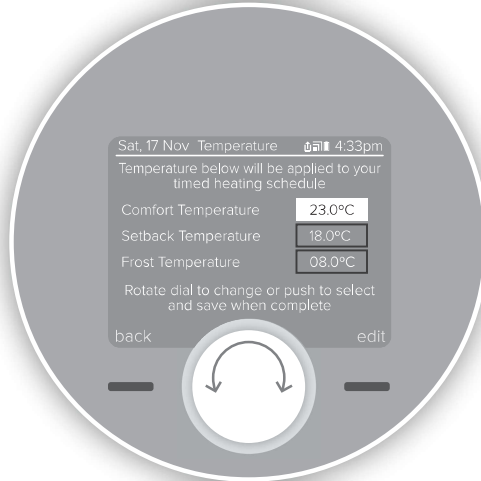
Frost 8°C

You can alter these temperatures by entering the “Temperature Setting” section in the main menu.

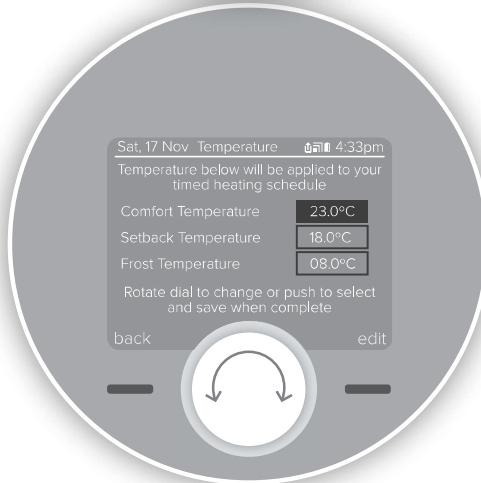
**NOTE:** Changing these temperatures will affect the operation of the heat pump. A larger temperature difference between Comfort and Setback can result in a longer heat up time.



Alter the temperatures by scrolling and then pushing the dial to edit.



Then use the dial to alter the temperature and push to confirm.



Push the right hand button to save your changes.

## MAIN FEATURES HOT WATER

To access the hot water functions, when on the heating home screen, simply press the dial.

Alternatively press the menu button, scroll to Hot Water Control and press confirm. To switch back to heating from the hot water home screen, press the dial again.



Push dial to alternate between Central Heating (CH) and Domestic Hot Water (DHW)



Press the right hand button to confirm

# MAIN FEATURES

## HOT WATER



### MODE SELECTION

You can choose to run your Hot Water in On, Off or Auto mode.

**ON:** Tops up your hot water cylinder throughout the day.

**OFF:** Your hot water is permanently off.

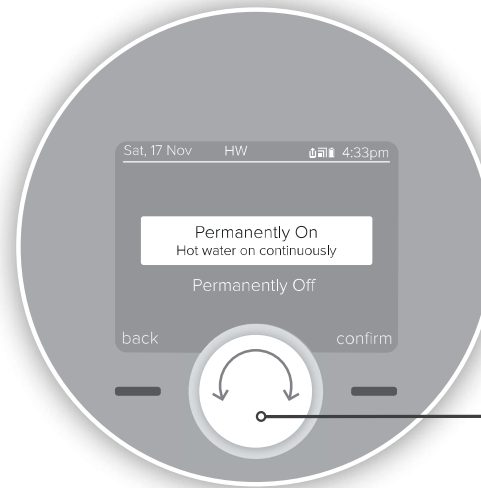
Move between modes using the right hand side button, scroll down the menu using the dial and push to select.

**NOTE:** Hot water is set to ON as a default. Due to the lower flow temperatures of a Heat Pump it is advised to leave hot water in this mode. Timed Hot Water (Auto): Is not activated as default, to activate a hot water schedule see Timed Hot Water page to activate.



The current mode is displayed bottom right

Press the right hand button to change the mode



Use the dial to scroll between the different modes (Auto, On and Off) and then push the dial or press the right hand button to confirm your selection

# MAIN FEATURES

## HOT WATER



### TIMED HOT WATER

You can choose to activate the timed hot water (Auto) function in the Advanced Settings menu accessed through the hot water menu.

Once activated the mode selection will now include Auto

Auto: runs your hot water to pre-set scheduled times and temperatures.

ON: Your hot water is permanently on.

OFF: Your hot water is permanently off.

**NOTE:** Timed hot water may not provide optimum efficiency for your heat pump.



# MAIN FEATURES

## HOT WATER



### BOOST

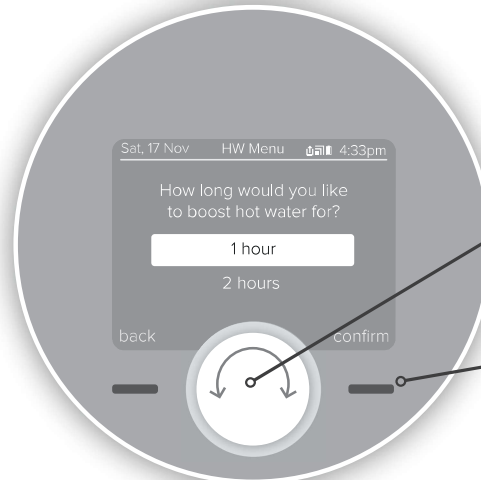
If you are running a schedule with pre-set times (Auto mode) and you want to boost your hot water rather than wait for the next scheduled event simply turn the dial.

A pop up menu will appear for you to select how long you would like to boost your hot water for, turn and push the dial to make your selection.

**TOP TIP:** You could use this feature if you're home early from work and want hot water before the scheduled time.

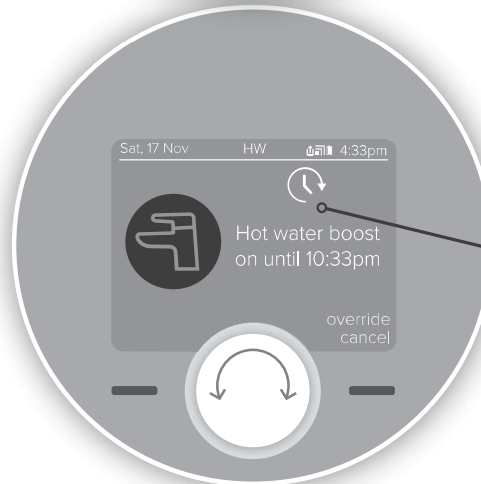


Turn the dial



Turn the dial to select how long you would like to boost your hot water for

Push the dial or press the right button to confirm your selection



The home screen will now display the override icon above the current temperature

# MAIN FEATURES

## HOT WATER



### SCHEDULES

If the timed hot water setting is activated the default schedule will be active:

- 12.00am On
- 6.00am Off
- 12.00pm On
- 4.00pm Off

You can alter this schedule by entering the “timed hot water schedule” in the hot water menu.

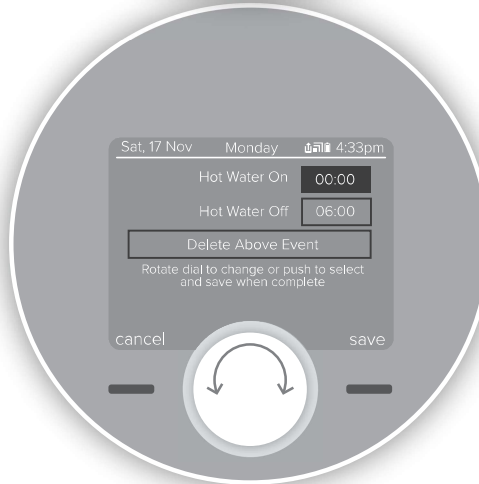
**TOP TIP:** If you want to change more than one day you can use the copy day feature to copy the schedule from one day to other days.



Turn the dial to move between the different days and view the schedule that is set. To edit a day, push the dial or right hand button when the day is highlighted in light blue.



Push the dial to edit a hot water time when it is highlighted in light blue. You can also add an additional hot water period by scrolling and pushing on the “Add new hot water event” bar. You can have up to 6 hot water events per day in your schedule.

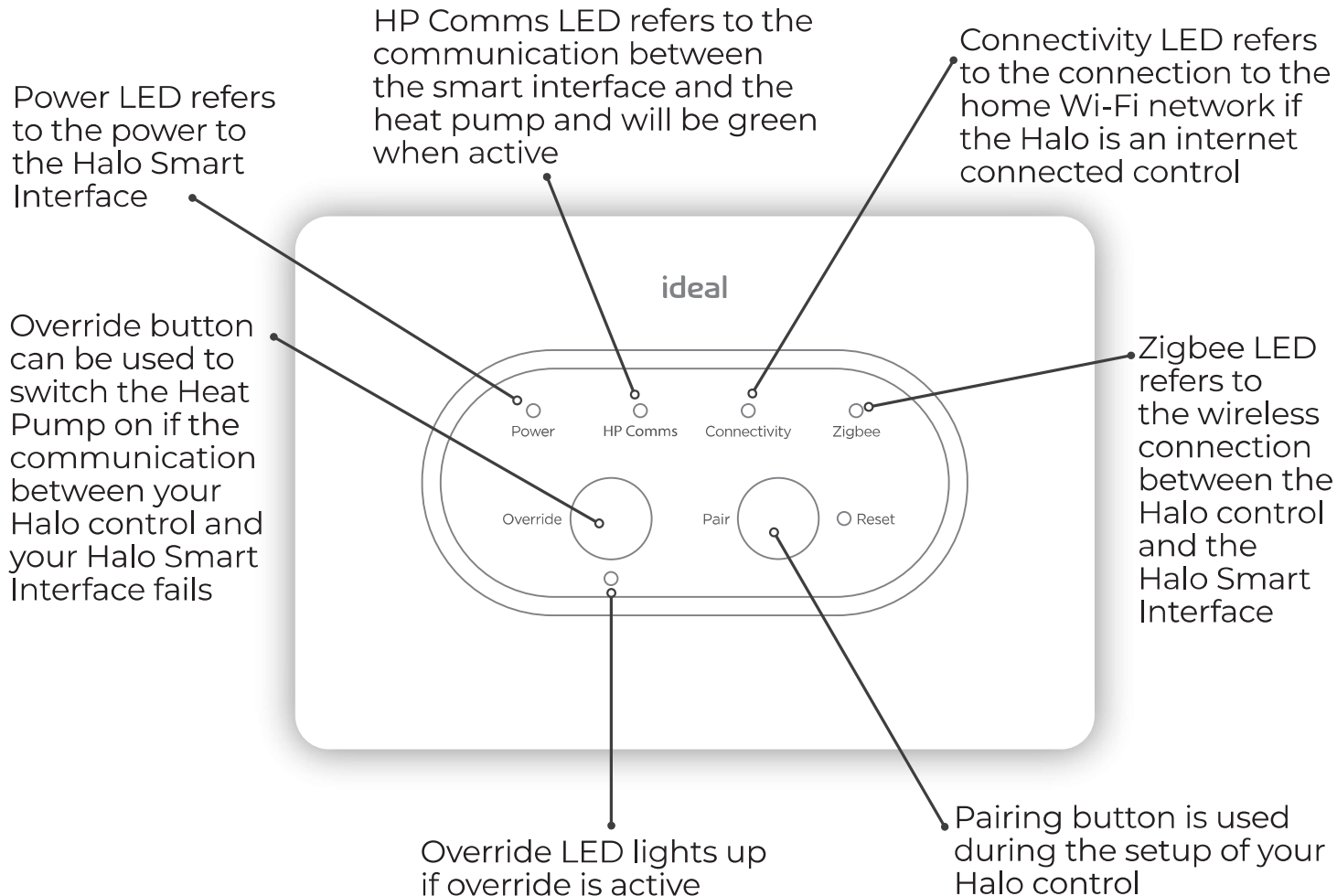


Alter the start and end times of the hot water period and the temperature by scrolling and then pushing the dial to edit. Then use the dial to alter the time or temperature and push to confirm. Push the dial or the right hand button to save your changes.


# HALO SMART INTERFACE

The Halo smart interface will be installed near to your heat pump control unit. It will wirelessly communicate with your Halo control and, in the case of an internet connected Halo, your home Wi-Fi. In normal circumstances you will not have to interact with the Halo Smart Interface, however the LED indications can be useful in diagnosing any technical issues that may arise.









The Halo Smart Interface has a Failsafe/Override feature which can be used to switch your heat pump on if wireless communication between the Halo and Smart Interface is lost.



## ADDITIONAL FEATURES

<b>Holiday Mode</b>	To temporarily turn your heating and hot water off whilst you are on holiday, select the holiday function in the menu and use the dial and buttons to set the number of days.
<b>Support Page</b>	Provides information for your installer or technical expert about your Halo such as software version and wireless signal strength.
<b>Child Lock</b>	To lock the control to avoid it being altered press and hold the left and right hand buttons at the same time until the icon appears. To remove child lock press and hold the left and right hand buttons again.
<b>Date &amp; Time</b>	If the date and time seen across the top of the screen is incorrect you can alter this in the date and time section of the menu.
<b>Advanced Settings</b>	The advanced settings section of the menu allows your installer or a technical expert to make adjustments and find information about your Halo.
<b>Fault Notification</b>	If there is a fault then the fault symbol  will show on the home screen of your Halo. Press the left hand button to access further information about the fault.
<b>Energy Data</b>	Energy data is a feature which can be used to check the amount of energy used since the beginning of installation and to see the amount of heat delivered.






## PRT SYMBOL KEY

SYMBOL	NAME	EXPLANATION
	Flame	Indicates your heating is on.
	Fault	Indicates there is a fault with the control or heat pump.
	Child lock	Childlock is set so the Halo cannot be altered.
	Override	Override or plus hours function is active.
	Optimised start	Optimised start is active.
	Frost protection	Frost protection is active.
	Service due	Service due in: - 60 days (grey) - 30 days (amber) - 0 days (red)
	Demand Side Response	Heat pump is currently receiving a DSR command (Wi-Fi connection required).

### **Demand Side Response (DSR)**

Demand side response helps you take advantage of smart and flexible energy tariffs. It works by optimising your heat pump to respond to times when energy is greener and more available, making your home more efficient automatically.

**To activate:** Contact your energy provider to confirm if DSR is available and to get started. Once you're signed up, you can connect DSR to the Halo Air app.

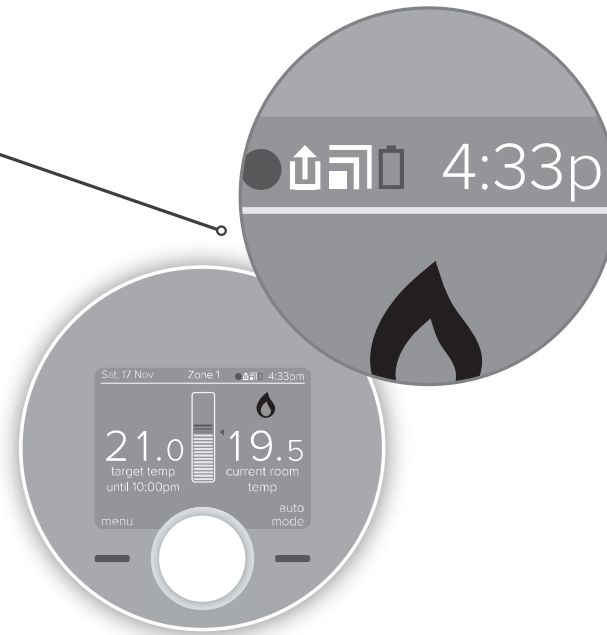
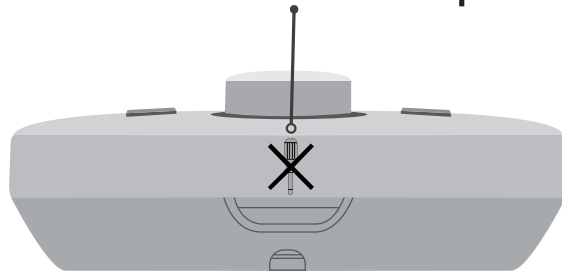
SYMBOL	NAME	EXPLANATION
Hi room temp	Hi	Room temperature is above 40°C.
Lo room temp	Lo	Room temperature is below 0°C.
30.0 target temp	Target temp	Temperature you want your heating to reach.
23.2 current temp	Current temp	Room temperature in the location of your Halo.
22:33	Time	Current time.
Sat, 17 Nov	Date	Current date.
	Battery	Battery status indication.
	Zigbee	Indicates that the Halo is communicating with the Smart Interface.
	Cloud*	Indicates that the Halo is communicating with internet and can be controlled with the Halo app via your smart phone. *Halo Wi-Fi only
	Domestic Hot water	Indicates that the hot water demand is active.
	Hot water	Grey tap indicates hot water is in an off event Orange tap Indicates hot water is in an On event

## CHANGING THE BATTERIES IN YOUR HALO CONTROL

A red, empty battery symbol means that your Halo batteries need to be replaced.

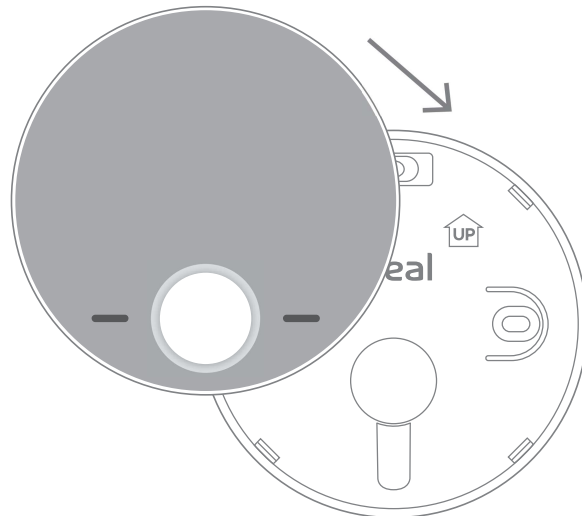
Whether you have a desk or wall mounted unit you will see the below symbol on the base of the unit. There are also two finger grabs top and bottom as shown below. Use the finger grabs to gently pull the Halo away from the rear housing.

**Do not use a screwdriver to separate.**



Remove all the old batteries and replace with 4 new AA Alkaline batteries. Check you have the correct battery orientation then position the Halo back onto the rear housing and gently push into place until you feel a positive click.

The Halo will go through a short synchronisation process while it reconnects with your Halo Smart Interface. The Halo will then return to the home screen.



# TROUBLE SHOOTING

## 1. HALO NOT COMMUNICATING WITH HALO SMART INTERFACE

If the below message shows on the Halo screen then it is not communicating with the Halo Smart Interface.



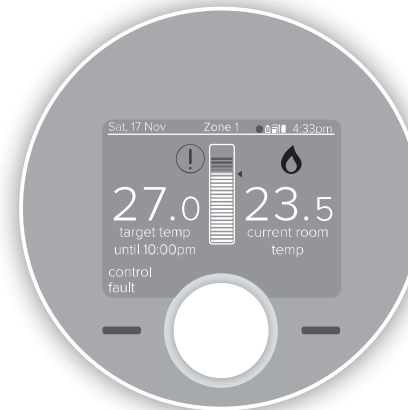
Please follow the on screen recommendations, additionally for further help you can also visit [idealheating.com](http://idealheating.com)

Please note even without a signal between the Halo and the smart interface the heating will continue to operate in failsafe mode. In failsafe mode the schedule will still operate.

You can also manually switch your heat pump between comfort and setback by using Override button on the Smart Interface. When the Override is pressed it will disable failsafe mode and allow full manual control of the heat pump until the connection is restored. When communication is restored both failsafe and Override modes are disabled.

## 2. HEAT PUMP AND CONTROL FAULTS

If the fault icon appears in the home screen it means there is a control or Heat Pump fault. Press the left hand key to view the fault and recommendations.



## 3. LOST PAIRING BETWEEN HALO AND HALO SMART INTERFACE

In the unlikely event that the Halo loses pairing you will see the following screen.

To re-pair go to section F in the Halo Air installation instructions. You can also find a copy of the installation guide at [idealheating.com](http://idealheating.com)



# WARRANTY

**Your Ideal Halo comes complete with a 2 year Ideal Guarantee, subject to the following terms and conditions.**

During the period of the guarantee 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;

1. The guarantee will commence from the date of installation. Without proof of purchase the guarantee will commence from the date of manufacture (via serial number).
2. The Installation needs to be registered within 30 days of installation, it can be registered online by visiting **idealheating.com**.
3. If the control suffers a mechanical or an electrical breakdown we should be contacted on one of the following numbers:

**Northern Ireland:** T: 02890 331444  
**Elsewhere in the UK:** T: 01482 498660

Our normal working times, excluding Bank Holidays, are:

8am – 6pm Monday to Friday  
8am – 4pm Saturday  
8am – 12 noon Sunday

4. The guarantee does not apply:
  - a. To any defect, damage or breakdown caused by deliberate action, accident, misuse or third party interference including modification or failed batteries.
  - b. To any defect, damage or breakdown caused by the design, installation and maintenance of the central heating system.

- c. To any other costs or expenses caused by or arising as a result of the breakdown of the controls.
- d. To any defect resulting from the incorrect installation of the controls. To any costs incurred during delays in fixing reported faults.

Our Ideal Guarantee 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,  
National Avenue,  
Hull, HU5 4JN.

**Consumer Helpline** T: 01482 498660

Installer phone number:



This product contains free and open source software. For more information about that software, the licences and notices applicable to it, and (where applicable) how to obtain a copy of the source code, please see the licence document, a copy of which can be downloaded from: **idealheating.com/open-source** and which is incorporated in this statement by reference.

For some components, we also offer to provide the corresponding source and associated install information on a physical medium where that is referenced in the licence applicable to that component. For more information contact us on **open-source@groupe-atlantic.co.uk** or visit the link above.



Hereby, Ideal Boilers Ltd declares that devices  
(model 234819 & 234790) are in compliance with:  
Directive 2014/53/EU.

Ideal Boilers Ltd  
National Avenue  
Hull, HU5 4JB

The full text of the EU declaration of conformity is available  
at the following internet address **idealheating.com**

T: 01482 498660  
E: [enquiries@idealheating.com](mailto:enquiries@idealheating.com)

UIN: 235417 A05



RF frequency: 2405 – 2480MHz Max.

RF output power: 10dBm

Ideal Heating is a trading name of Ideal Boilers and associated Group Companies