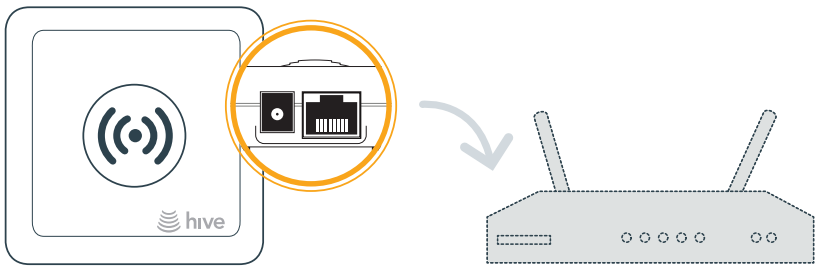
1 – The hub

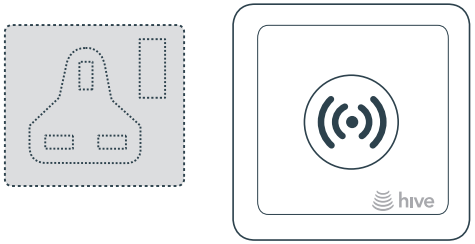
Before starting, confirm that the household's broadband is working, that the broadband router has a spare network port and that there is a spare power socket nearby. Then connect the hub as follows:

1



Firstly connect the hub to the household's broadband router using the network cable provided. Secondly fit the power cable into the hub and plug it into a power socket.

2



Switch on the hub

3

Wait for an amber flashing light. Multi-coloured lights and a red light will flash, followed by the amber light. This usually takes less than 30 seconds but can take up to 5 minutes if updates need to be downloaded.

1a – Connecting the hub

Once the amber light is flashing, the hub is set up and you can move onto installing the receiver. If no lights are displayed immediately after the hub has been turned on, check all cables are connected and the power socket works. If the problem still persists contact Technical Support.

Once the hub, the receiver and the thermostat have all been connected, the hub's lights will turn off to save energy.

Hub lights and what they mean

Colour	Pattern	What does this mean?	Notes
Red, blue **or** multi-coloured	Flashing	**Installation and start-up.** The hub is attempting to connect to the Hive servers and update itself.	**Do not disconnect the hub.** If flashing continues after 5 minutes, contact Technical Support to confirm that it has connected.
Amber	Flashing	**Installation.** The hub is actively seeking to connect to the receiver and thermostat.	The hub will search for devices for 40 minutes at a time. It will then pause, as indicated below.
Amber	Solid	**Installation.** The hub has paused its search for other devices.	To restart the search, simply turn the hub off then on. The amber flashing light should then return.
No lights	–	**Normal operation.** The hub is in power save mode.	This happens once the hub, receiver and thermostat are all installed and synchronised.
Red	Flashing	**Error.** The hub has failed to connect to the Hive servers.	Check that the hub is plugged in and that the broadband is working. If the problem persists, call Technical Support.

2 – The receiver

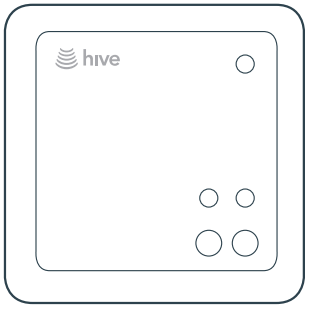
Some important information before you get started

- Before you do anything, make sure the mains supply to the central heating system is isolated and stays off for the duration of the installation. Remember to always follow appropriate safe electrical isolation procedures.
- Only a fully-trained engineer should install this product. The wiring must comply to the current editions of BS7671 (IEE Wiring Regulations), Part 'P' of the Building Regulations and any relevant Technical Operational Procedures.
- The Hive receiver is double insulated so doesn't need an earth connection. You'll find a tether on the backplate to secure an earth wire if needed.
- **This product is designed for fixed wiring installation only. It must be supplied via a switched fused spur with a minimum contact separation of 3mm (both live and neutral) and fitted with a 3A fuse.**

Installing the correct receiver

Hive Active Heating™ has two types of receiver:

Single channel receiver
for combi boilers



Dual channel receiver
for conventional boilers with hot water cylinders

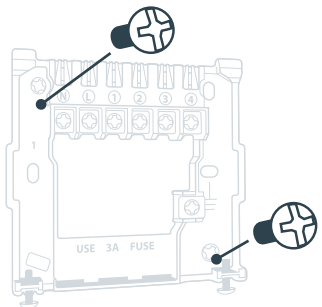
2a – Installing the receiver

You should fit the receiver in a convenient location close to the boiler or central heating system. **Make sure it's at least 30cm away from large metal objects,** such as a boiler or hot water cylinder, to avoid interference with radio signals. Take care to avoid any cables and pipes that may be buried in the walls. Once you've found a suitable location, install the receiver as follows:

1

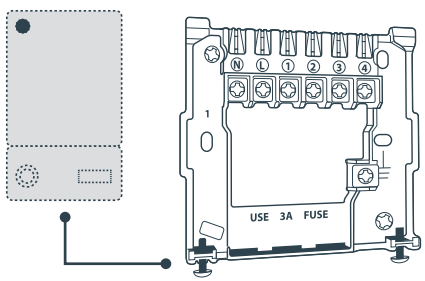
Loosen the screws on the underside of the receiver and remove the backplate by pulling the bottom of it away from the front panel.

2



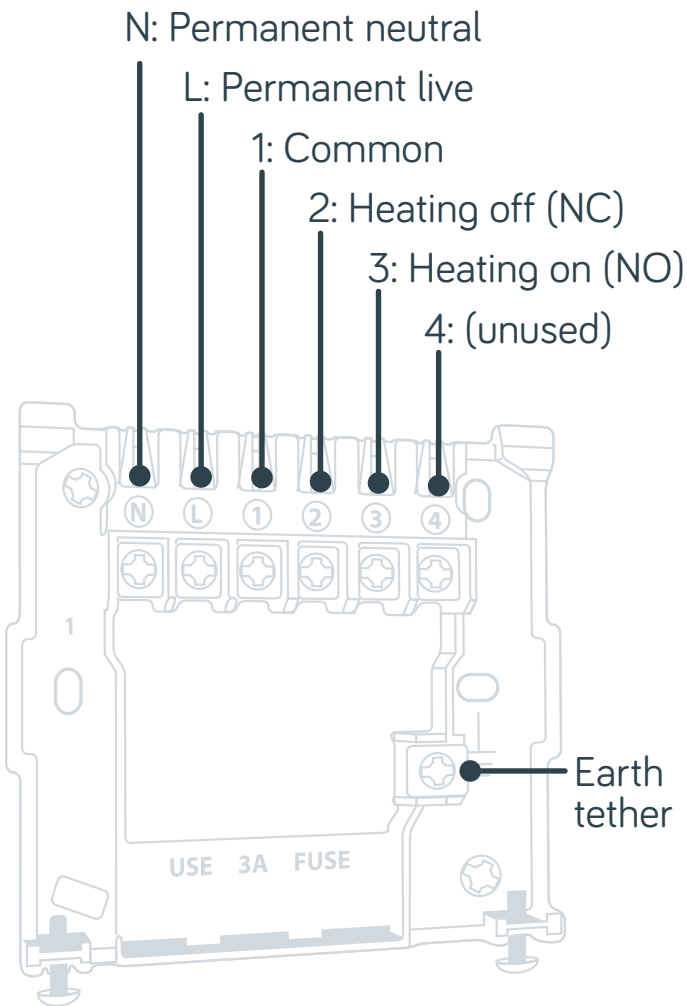
Fix the backplate to the wall with the terminals at the top.

3



Run cable from the boiler or wiring centre (if required), then continue on to the next section to wire up the backplate.

2b – Single channel receiver wiring



2b – Dual channel receiver wiring