

# Warmup

The world's best-selling floor heating brand™

Easy Setup Guide  
warmupedia.warmup.com

## 4iE® Smart WiFi Thermostat

Smarten your Floors



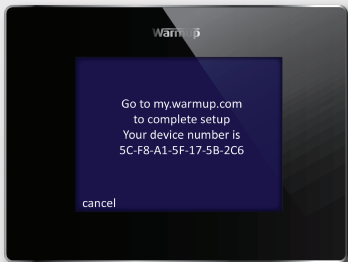
Please visit [www.warmup.com](http://www.warmup.com) (US) and [www.warmup.ca](http://www.warmup.ca) (CAN) for videos, specification sheets and complete wiring and mounting instructions.

Veillez visiter [www.warmup.com](http://www.warmup.com) (États-Unis) ou [www.warmup.ca](http://www.warmup.ca) (Canada) afin de trouver les vidéos d'installation, fiches techniques, guides de câblage complets et instructions de montage.

Por favor, visite [www.warmup.com](http://www.warmup.com) (Estados Unidos) o [www.warmup.ca](http://www.warmup.ca) (Canadá) para los videos de instalación, hojas de datos, guías de cableado e instrucciones de instalación.

### Step 1 - Note your Device Number

On first power up the 4iE will display the Device Number. Make a note of this number as it will be needed when registering the 4iE online. If you lose this number you can find it once the 4iE has been set up by going to **settings, advanced settings, about and info**.



### Step 2 - Setting Up Your Thermostat

After you have noted your device number you need to set up your 4iE.

- (1) **Language** - Set your language preference
- (2) **Set WiFi Network** - SSID Name must be less than 11 characters and password must be less than 10 characters. Check with your internet provider for help with changing the SSID & password if they exceed character limit
- (3) **Heater Type**  
Electric floor  
The power settings have to be entered. Voltage is defaulted to 120V and the power is the total wattage of the heaters which the 4iE is controlling. The wattage ratings of the heaters can be found in the heater manual or online at warmup.com or warmup.ca  
Hydronic floor  
The power settings have to be entered. If you do not know the efficiency percentage and kW rating of your hydronic system, please consult your installer
- (4) **Set time** - Set the current time
- (5) **Set date** - Set the current date
- (6) **Set daylight savings** - Set Europe, N.America, Australia or switch off
- (7) **Temperature format** - Set the format as degrees Celsius or Fahrenheit
- (8) **Home screen style** - Set your home screen style
- (9) **Background image** - Set your background style
- (10) **Display brightness** - Set the display and standby brightness

- (11) **Audio feedback** - To turn the touch sounds when making a selection ON/OFF
- (12) **Heating target** - Control the heating via air or floor sensor
- (13) **Heating limits** - Delicate floor coverings such as vinyl, carpet and laminate must be limited to 81°F. Tile floors can be set to a maximum of 104°F
- (14) **Tariff setting** - Select the tariff you are on with your energy provider and enter cost per kWh
- (15) **Program setting** - Select a preset program, set a fixed temperature or set your own custom program
- (16) **Setback temperature** - The setback temperature is the temperature you set for periods where you would like a lower temperature or no heating

**NOTE:** when the reset has been pressed, the time for reset will need 5 ~ 15 seconds.

## CONNECT TO WARMUP SERVER

### Step 3 - Go to my.warmup.com

Now that the 4iE has been setup you will need to register your device online. Go to **my.warmup.com** and click register. Enter the password and email address you would like the MyWarmup account to be linked to and click register. Check your email account for a verification email from Warmup.

You can now log into **my.warmup.com**. When logged in you will have to register your 4iE device number in order to connect to our server.

Go to the homepage and click the add room icon at the bottom of the page. Enter in all the details required, including 4iE device number, and click register. You will now be able to control your heating through the **my.warmup.com** webpage.

## ERROR SYMBOLS



### Not connected to WiFi

Try to reconnect to the WiFi again. Go to menu, settings and network and re-enter your password. Remember the SSID must be less than 11 characters and password must be less than 10 characters for a successful connection. If you still cannot connect to your WiFi network contact Warmup on US: (888) 927-6333 or Canada: (888) 592-7687.

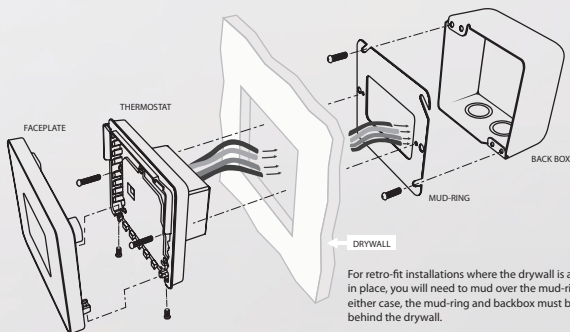


### Not connected to Warmup server

Ensure you have visited my.warmup.com and registered your 4iE's device number. To find your device number press menu, settings, advanced settings, about and info. Log into my.warmup.com, click room, add room and click full registration. Enter in all details requested including device number and register. You will now connect to the server.

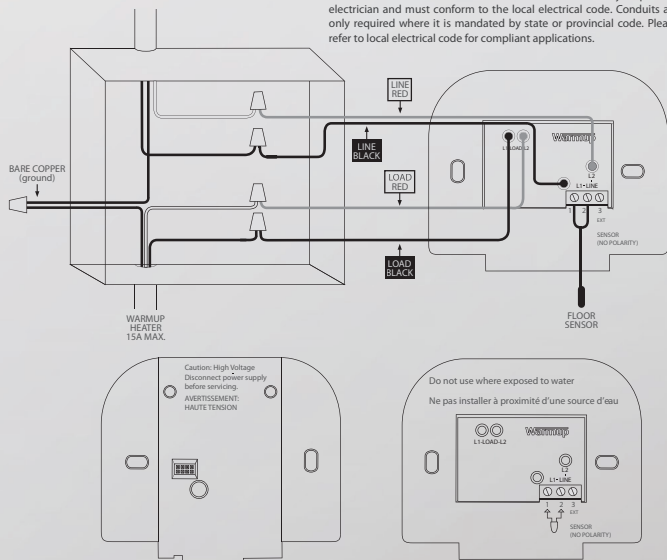
If after registering the symbol is still displayed please contact Warmup on US: (888) 927-6333 or Canada: (888) 592-7687.

## INSTALLATION



## ELECTRICAL WIRING

**NOTE:** All cables and connections must be carried out by a qualified electrician and must conform to the local electrical code. Conduits are only required where it is mandated by state or provincial code. Please refer to local electrical code for compliant applications.



## TECHNICAL SPECIFICATIONS

Supply Voltage	120-240V, AC +10% / -15%, 60Hz
Maximum Switch Load	15A Note: This product is not designed to be used with any inductive load
GFCI	Class A GFCI with 5mA trip level
Temperature Display Range	+32°F to 122°F (0°C to +50°C)
Operating Temperature	+32°F to 104°F (0°C to 40°C)
Storage Temperature	-4°F to 140°F (-20°C to +60°C)
Dimensions	90 x 120 x 21.7mm (2-3/4" deep double gang box recommended)
Floor Sensor Type	NTC (10K)

## IMPORTANT NOTICES

### FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.

**Caution:** To maintain compliance with the RF exposure guidelines, place the unit at least 20cm from nearby persons.

### IC Statement

This device complies with Industry Canada Licence-exempt RSS-247. Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

**Caution:** To maintain compliance with the RF exposure guidelines, place the unit at least 20cm from nearby persons.

### Déclaration IC

Cet appareil est en conformité avec la licence Industrie Canada CNR-247. Son fonctionnement est sujet aux deux conditions suivantes :

- (1) Cet appareil ne doit pas causer d'interférences ; et
- (2) Cet appareil ne doit accepter aucun signal interférent, incluant les signaux pouvant perturber le fonctionnement dudit appareil.

**Attention:** Les consignes de fréquences radio requièrent l'installation à au moins 20cm des utilisateurs occupant la pièce.

## GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

### GFCI Notice

The GFCI feature is used to detect any leakage of current from your heating system. During a ground fault the two lines of the load will be cut off. Once your thermostat is installed and connected to a power supply you can test the GFCI function by increasing the set temperature until heating is on - the heating up icon (▲) will be illuminated - and pressing the "TEST" button. If your test is successful you will see the GROUND FAULT screen and you will need to hold "cancel" for 3 seconds in order to restore heating operation.

However if the thermostat detects that one of the relays has FAILED to open correctly you will see the CONTROL FAULT screen and the TEST LED will illuminate. In the following circumstances you should immediately isolate the power supply to the thermostat and contact Warmup customer service:

1. Press the TEST button when heating is on (the heating up icon (▲) will be illuminated) and the screen does not display GROUND FAULT or cut power to the load.
2. The thermostat shows the GROUND FAULT screen during normal operation.
3. The thermostat shows the CONTROL FAULT screen.

**Note:** The GFCI test should be carried out monthly.

## FAQs

### 4iE Setup

#### How does the 4iE connect to the Internet?

It connects through WiFi to your router. You will find your network on the screen and enter the password like you would on a smartphone.

#### What type of security is used with my data?

The 4iE and MyWarmup server communicate using AES128 encryption with SHA256 hashing. My.warmup.com is protected using SSL technology - the same type used with online banking.

#### Does the 4iE work over 3G?

Both your 4iE and the device you are using to control it (iPad, smartphone, laptop etc.) need to be connected to the internet. They do not need to be connected to the same WiFi network. For example, your 4iE can be connected to your home internet network and your smartphone can be connected to a different 3G network whilst you're out and you'll be able to control your 4iE remotely.

#### How do I set the 4iE to program itself?

The 4iE requires 2 weeks of use to accurately learn your schedule and temperatures. Go to my.warmup.com and in the Schedule tab (within Rooms), select your thermostat and select 'Auto Schedule'.

#### How do I add a custom background?

On the home page of my.warmup.com, click on the green 'Room Settings' icon in the top right corner of the selected room. Within the section called custom background you can upload an image. This can take approximately 10 minutes for the thermostat to upload. To change the background from your 4iE, select menu, settings and then go to display & audio. Go to background and choose **uploaded**.

## WiFi Troubleshooting

### Network icon with 'X' displayed on screen

#### **My SSID is less than 11 characters but still won't connect to the Internet?**

Check you are using a WPA2 password format (less than 10 characters) on your network. WEP is an outdated password format that is no longer considered secure - the 4iE will not connect using a WEP password format. For details on how to change your password format please contact your Internet supplier or router manufacturer. Warmup cannot advise on specific router types due to the varied range available.

#### **My SSID is less than 11 characters and my password is WPA2, but my 4iE still won't connect to the Internet?**

You may have problems with your router or a firewall in place that is preventing a successful connection. Please contact Warmup with details of your system set up (please do not send us your network passwords), including router model, internet supplier and any 3rd party firewall and antivirus software you have installed and we will investigate your problem.

## Connection Troubleshooting

### Network icon with '!' displayed on screen

#### **I've registered an account and my 4iE but still have an '!' on the screen**

You may be running an old software version on your 4iE that needs to be updated. Please reset your 4iE (found in the settings menu, under advanced settings). Once it's reconnected please contact us with details of your account, email address and thermostat name so that we can ensure you have the latest software.

#### **I have registered an account and my 4iE, and I have the latest software but still have an '!' on the screen?**

You may have problems with your router or a firewall in place that is preventing a successful connection. Please contact Warmup with details of your system set up (please do not send us your network passwords), including router model, internet supplier and any 3rd party firewall and antivirus software you have installed and we will investigate your problem.

## Contact Us

### US

+1 (888) 927-6333

52 Federal Road Unit 1F  
Danbury, CT  
06810

### CANADA

+ 1 (888) 592-7687

374 Wellington St W  
Toronto  
Ontario  
ON M5V 1E3

### Warranty

Warmup plc warrants this product, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of purchase by the consumer. If at any time during the warranty period the product is determined to be defective, Warmup shall repair or replace it, at Warmup's option. If the product is defective, please either,

- (i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it, or
- (ii) contact Warmup. Warmup will determine whether the product should be returned, or replaced.

This warranty does not cover removal or reinstallation costs, and shall not apply if it is shown by Warmup that the defect or malfunction was caused by failure to follow the instruction manuals, incorrect installation or damage which occurred while the product was in the possession of a consumer.

Warmup's sole responsibility shall be to repair or replace the product within the terms stated above. WARMUP SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. THIS WARRANTY IS THE ONLY EXPRESS WARRANTY WARMUP MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE THREE-YEAR DURATION OF THIS WARRANTY.

This Warranty does not affect your statutory rights.

Please register your Warmup product at: [www.warmup.com](http://www.warmup.com) (US) or [www.warmup.ca](http://www.warmup.ca) (CANADA)