


MULTIPIPE

RIO Control System User Instructions

System Overview

Thank you for purchasing a Multipipe Wireless control system. Please follow these instructions to ensure your system is set up correctly. We highly recommend following this for your comfort and system efficiency. More information can be found on our website or on the QR codes below.

Please Note: If your thermostat shows this symbol,  your system has enabled the app control feature. Please download the "Salus Smart Home" app from your app store and set your system up this way. Thermostat settings cannot be changed with the app control enabled other than the temperature.

Full System guide

This guide has been written with minimum setup requirements for your system. Please scan the QR code to the right with your phone's camera for the full settings guide. Or [click here](#).



Video Guidance

Further to this manual, videos are also available, showing how to carry out some features for this thermostat if you struggle to follow this guide. We highly recommend watching these. Scan this QR with a smartphone camera or visit <https://www.youtube.com/c/MultipipeLtd>

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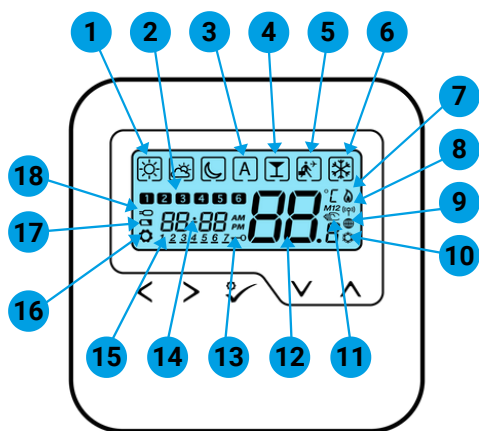
6TURN THE THERMOSTAT OFF
(FROST PROTECTION)

7BATTERY REPLACEMENT

7TROUBLESHOOTING (ERROR CODES)



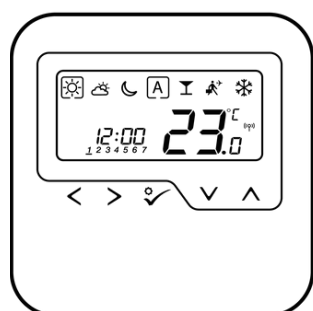
Screen Navigation



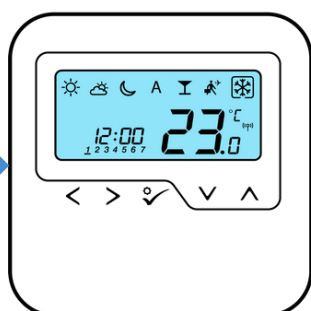
1	Temperature profiles (see page 5)	10	Frost protection enabled
2	Running interval number (see page 4)	11	System override enabled
3	Time control (box over shows enabled)	12	Room temperature (flashing shows setpoint)
4	Party mode (see page 5)	13	Keypad locked(see page 6)
5	Holiday mode (see page 6)	14	System Time (12/24hr)
6	Frost protection (see page 6)	15	Day of the week (underline for current day)
7	System actively heating	16	Settings (shows when altering a setting)
8	Receiving RF signal	17	Low Battery (change batteries when shown)
9	Connected to internet gateway	18	External sensor enabled and fitted

Setting Time & Date

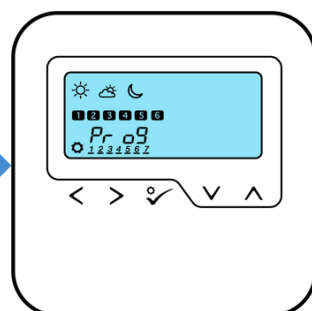
If you have purchased the Internet gateway and have this setup, the system time is automatic and will not need to be set. please only use this if you do not have the internet gateway.



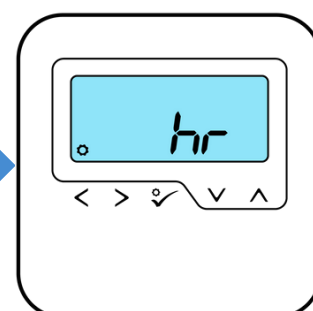
Press ✓ to illuminate the screen.



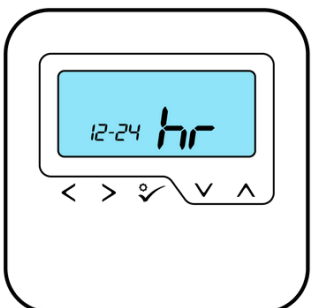
Press and hold ✓ to enter the thermostat setting menu.



Once you see "Prog" on the screen press >



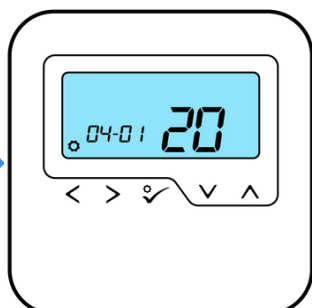
Once you see "hr" on the screen press ✓



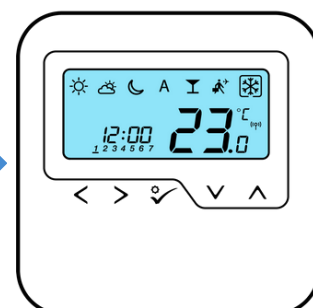
select using the < > keys either 12 or 24 hour clock, then press ✓ to continue.



set the hours using v ^ then press ✓ next set the minutes then press the ✓ to accept.



Next, set the year using the v ^ then press ✓ next set the month then press ✓ then the days and press ✓




The thermostat will now return to the main screen.

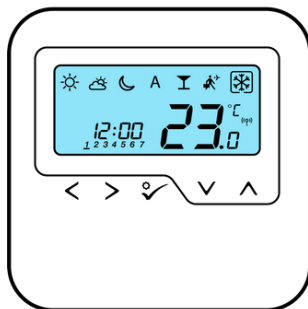



Programming Your System

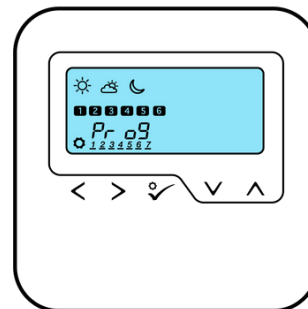
All thermostats come with a simple programme pre-set. If you wish to use a different programme, then please follow the instructions below. If you have the internet gateway fitted and registered, then the programme's setting needs to be done in the app.




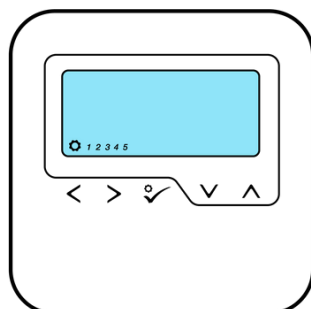
Press  to illuminate the screen.






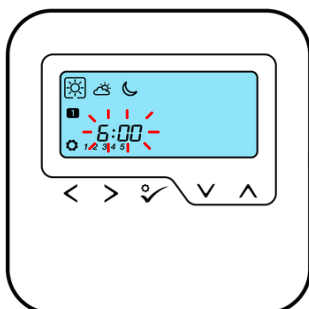
Press and hold the  for 3 seconds enter the thermostat menu.







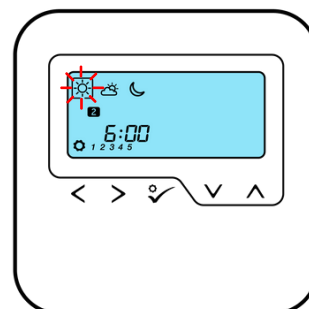
Once you see "Prog" on the screen press 






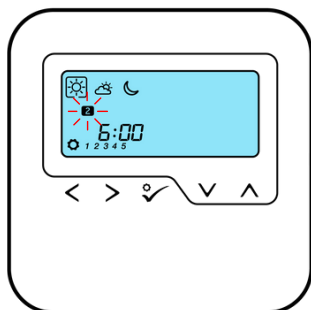
using the   select the days you want program then press  to do other day repeat all steps



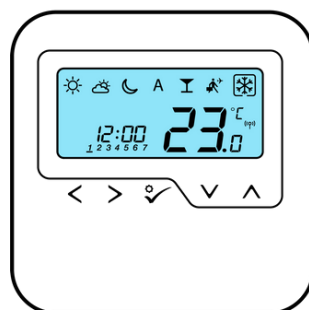
set the first time interval (hours) using the   press the  then set the minutes and press 




next set the temperature mode using the   (see page 5 to find out more) then press 





the thermostat will proceed to the next interval, repeat for any other times required. for intervals not used set to --:-- time.



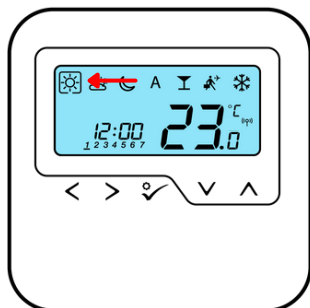
once you reach interval 6 press  to exit. Renter the setting if you want to set other days.

Note:

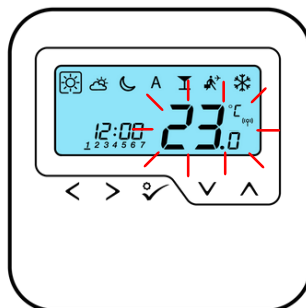
If you cannot change the time past a certain point in the day, this is due to another interval being in the way (as they cannot overlap). If this happens, keep pressing the  until you reach the timed interval in the way and change to --:-- then scroll back using the  until you get back to the interval affected.

Setting Temperature Profiles

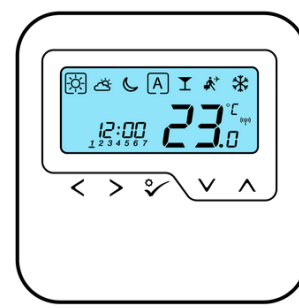
When you set a programme instead of on/off periods, you are setting a symbol (that can be seen on the front of the thermostat). This allows you to change the temperature under each symbol that you have set in the programme (see above).



Press **<** to move the box to the symbol temperature you want to change.



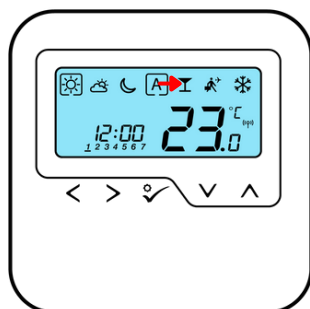
Press **✓** **^** to change the setpoint temperature, press **✓** to accept.



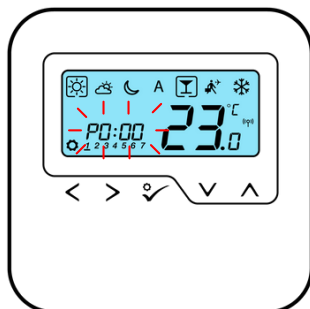
press **>** to move the box back to the **[A]** this will start the program.

Setting Party Mode

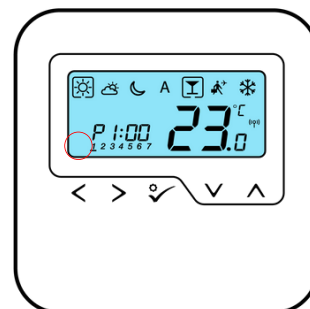
Setting the party mode allows you to set the "sun" profile temperature (see above for more information). For a set period of time up to 9 hours 50 minutes. This overrides all timed intervals until the party mode ends.



press **>** to move to the **[A]** symbol.



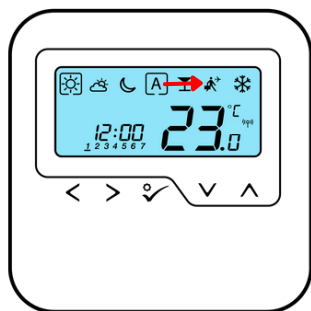
set the length of time for the party mode using **✓** **^**



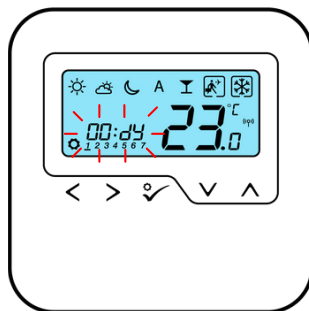
once you are happy press the **✓** to accept (the cog will disappear)

Setting Holiday Mode

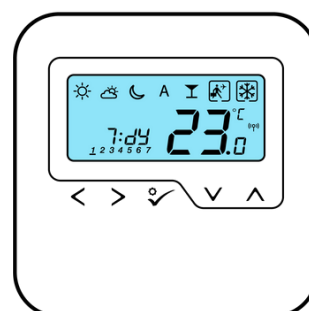
If you plan to be out of the house for long periods of time and know your return date, you are best to set the holiday mode. This will set the frost protection of 5°C on your thermostat. You set the number of days you are away (max 99 days), after the period it reverts back to standard time control.



Press > to move the box to the symbol



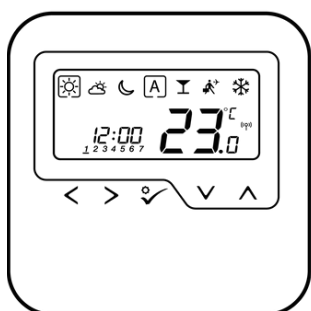
Press to change the amount of days



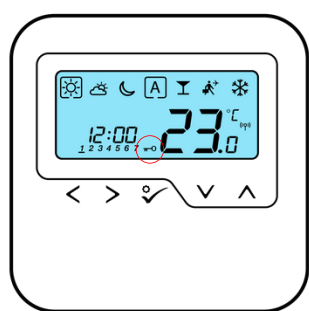
press to accept this after it expires the program resumes.

Keypad Lock

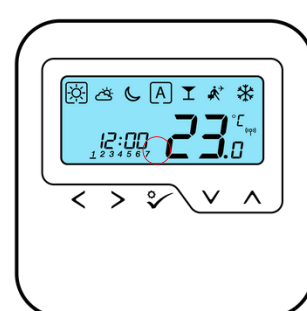
If required the keypad can be locked to stop altering of any setting on the thermostat.



Press to illuminate the screen.



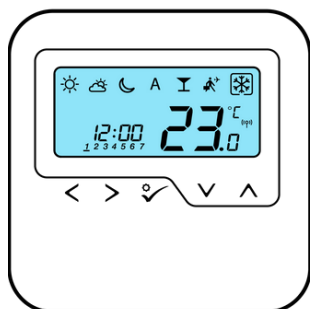
Press hold for 5 seconds until the padlock appears



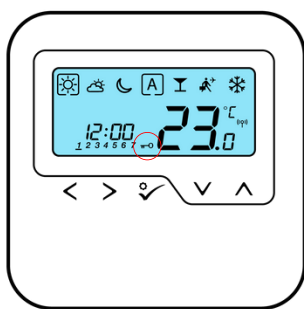
to unlock, repeat the same process. Until the lock disappears

Turning the thermostat off (frost protection)

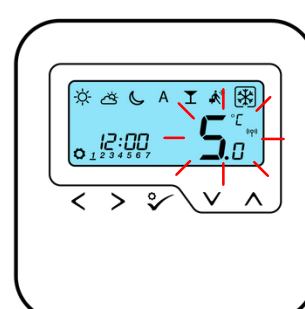
you may require your thermostat to be off (during summer for instance). these thermostats have a frost protection setting to ensure even when off there is no chance of freezing.



Press > to move the box to the symbol



this has now enabled the frost protection. Move back to the to disable

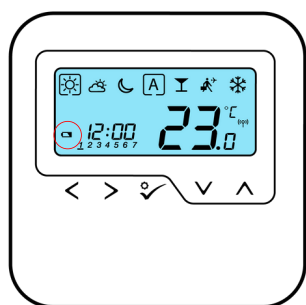


to change the temperature use the keys and press to accept

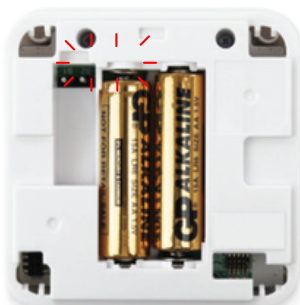


Low Battery (changing the Batteries)

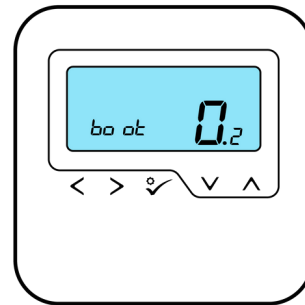
The Multipipe RIO thermostat comes with a low battery warning light. But typically, the average battery life for your thermostat is around 2-years (depending on the amount of use). We recommend replacing the battery when the low battery symbol appears. PLEASE NOTE: batteries have expiry dates. Ensure you replace the battery before this, or the battery can start to leak and cause damage.



when the battery symbol appears. Pull the thermostat off the wall (no tools are needed).



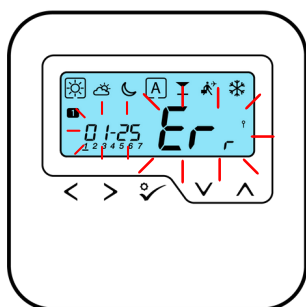
turn over and pull out the old batteries. Replace with fresh Alkaline batteries (do not use zinc or rechargeable batteries)



push the thermostat back onto the mount and allow it to reboot back to the home screen.

Troubleshooting

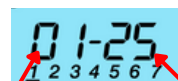
The Multipipe RIO thermostat comes with a Built-in error code system to tell you when something is wrong with the system. use the table below to diagnose the problem.



When a system error occurs, it flashes on the screen "Err" and a code. Use the table below to find the code meaning.



The code is broken down into



number of errors

error code (use table below)

Error Codes

This table gives the most common errors in a UFH system but is not the full list. Please use the QR code at the top of this sheet to download the full guide if an error does not appear.

Error Code	Error Description	Troubleshooting
03	The floor Sensor is broken	Pull the thermostat off the wall and check the s1/s2 wires. If the wiring is ok, call your installer back.
04	Floor Sensor short	Pull the thermostat off the wall and check the s1/s2 wires. If the wiring is ok, call your installer back.
05	Lost ZigBee connection	Check the light on the wiring centre on the right a red circle or the internet gateway is solid blue. If not, turn it off and turn it back on; call your installer if the issue does not clear.
06	Lost connection with the controller	Ensure the UFH wiring centre (usually above your UFH manifold) is turned on and the "network status" light is solid green. If not, get your installer back.
11-18	wiring centre has lost connection with a specific zone (thermostat) i.e. 11= zone 1 (this is displayed on all thermostats)	Check batteries in your thermostats. If the screen is blank, replace the batteries. Try raising the temperature to force a signal.
19	Wiring Centre has lost connection	Ensure the UFH wiring centre (usually above your UFH manifold) is turned on/power light shows, the "network status" light should be solid green if flashing the system has been reset and will need re-registering.
25	Lost connection with the controller	Ensure the UFH wiring centre (usually above your UFH manifold) is turned on and the "network status" light is solid green. If not, get your installer back.
32	Thermostat battery too low	Replace your thermostat battery ASAP.

