

## [Frequently asked questions](#)

### [Which heating systems / boilers are compatible?](#)

#### **Gas & LPG**

Hive Active Heating is compatible with most UK gas and LPG central heating systems and our professional installation engineers are trained to work on both.

#### **Oil boilers**

Hive Active Heating works with most oil boilers and, if you have an existing conventional thermostat or programmer, it can replace either. If you have existing intelligent oil boiler heating controls that modulate your heating, Hive Active Heating will not replace this functionality. As for installation, our engineers don't install Hive Active Heating on oil boilers so we recommend contacting an OFTEC-qualified engineer for help.

#### **Electric boilers**

if your boiler works with a standard room thermostat and / or programmer then Hive Active Heating can control it. However, Hive Active Heating doesn't work with storage heaters or individual plug-in electric room heaters.

#### **Other systems**

Unfortunately our engineers can't install Hive Active Heating on solid fuel boilers (such as biomass systems or coal) and heat pumps. We are yet to complete our testing on these systems and therefore can't yet guarantee compatibility.

In the unlikely event that Hive Active Heating cannot be installed in your home, you can receive a full refund for your purchase (this is valid for 14 days from the point you receive the product or the day of your installation).

#### **What types of heating control systems and boilers are incompatible with Hive Active Heating?**

**Honeywell SmartFit Controls:** this system, sometimes installed to control gas and LPG boilers, is part of the existing central heating system and isn't compatible with other external heating controls. Hive Active Heating can't be installed with it unless the engineer removes the SmartFit controls first including all electrically operated valves.

**Vaillant VR 65 Control Centre:** this is an external controller fitted to some compatible Vaillant boilers. It's part of the existing central heating system and isn't compatible with other external heating controls. Hive Active Heating can't be installed with it unless the engineer removes the Valiant external controller.

### **Incompatible boiler models:**

- Worcester Bosch ICC2 - ZWBR 11-37A (GC number: 4710810)
- Worcester Bosch \*C\*RD 537i (GC number: 4710811)
- Worcester Bosch \*C\*RD 542i (GC number: 4710812)
- Worcester Bosch Greenstar HE Plus - ZWBR 7-28A (GC number: 4731156)
- Worcester Bosch Greenstar HE Plus - ZWBR 11-35A (GC number: 4731157)
- Worcester Bosch \*C\* Greenstar 30 HE Plus Combi (GC number: 4731175)
- Worcester Bosch \*C\* Greenstar 35 HE Plus L Combi (GC number: 4731176)
- Worcester Bosch \*C\* Greenstar R 30HE Plus (GC number: 4731179)
- Worcester Bosch \*C\* Greenstar R 35HE Plus (GC number: 4731180)
- Worcester Bosch \*C\* Greenstar R 40HE Plus (GC number: 4731181)

### [Can I control hot water with the thermostat?](#)

Yes, if you have a conventional heating system (i.e. a separate hot water tank heated by your boiler) you can control your hot water with Hive Active Heating. Hot water can be controlled within the Hive app by selecting Hot Water in the app dashboard.

You can't control your water temperature with Hive Active Heating but you can turn your hot water on or off, set a schedule or boost it (which turns the hot water on for 1-6 hours).

**Hive Hint:** You can usually set the temperature of the hot water directly on your tank.

### [Does the thermostat work with underfloor heating systems?](#)

Hive Active Heating can be used to support wet underfloor heating systems but does not currently support electric underfloor heating systems.

The heat produced from underfloor heating ensures an even distribution of heat in rooms, so it's one of the most energy-efficient ways to heat your home.

### [Can I control heat in different rooms or floors?](#)

Yes, Hive Multizone is for when you already have more than one heating zone in your home – for example, if you have a thermostat upstairs and another one downstairs.

Each individual thermostat enables you to set a different temperature in each zone, like having downstairs warmer than upstairs. So you only heat the parts of your home you're using. Just buy Hive Active Heating for the first zone and then upgrade to Hive Multizone for the extra heating zones in your home. The Hive Multizone kit contains the thermostat and receiver (your Hive Hub will come with your Hive Active Heating).

**Hive Hint:** Hive Multizone has been designed to let you control up to six heating zones in your home. Alternatively, you could use Hive Radiator Valves on your main radiators for room-by-room temperature control of your home.

### [Can I install the thermostat myself?](#)

To install Hive Active Heating, you need to be competent in electrical wiring and DIY. We would recommend finding an experienced local tradesperson.

[> View our install guide to find out more](#)

### [Where should the thermostat be placed?](#)

Your thermostat will work best when fixed to a wall about 1.5m off the ground, away from heat sources and out of direct sunlight. You can also use the thermostat stand (available separately) to position it on a table or shelf within your home.

[> View our install guide to find out more](#)

### [Will the thermostat still work if my WiFi loses connection?](#)

If your internet connection goes down, your Hive Active Heating will continue to work with your thermostat switching your heating on and off as normal. However, you won't be able to control your heating using the Hive app until your internet comes back online.

If your Hive Hub gets switched off, your thermostat may be unable to talk to the receiver. In this case, your heating will switch off but you can temporarily switch it on by pressing the heating button on the front of the receiver.

[Does the thermostat work with other Hive devices?](#)

Yes, you can connect your thermostat with other Hive devices using the Hive app – for example you can boost the heating when a Hive Motion Sensor detects movement.

You can also operate your thermostat and other Hive devices with Amazon Alexa, Google Assistant, Apple HomeKit, Siri Shortcuts and IFTTT.

[Does this product work with voice control?](#)

Yes, this Hive product can be used with voice control such as Amazon Alexa, Google Assistant, Apple HomeKit, Siri Shortcuts and IFTTT.

[What devices can I get the Hive app on?](#)

You can get the Hive app on many smartphones, tablets and the Apple Watch. iOS or Android devices must be running an up-to-date operating system.

[What are your delivery options?](#)

Free standard delivery is included when buying this Hive product (2 – 3 business days).

Order before 12pm to get next day delivery for £5.

