Welcome to the Hive family!

Install guide

Installation order / what you need

To remotely control your heating and cooling with Hive, the thermostat and Hub need to be installed at the same time.

For quick and efficient setup, install Hive in the order shown below.

1. Install the Hub
2. Install the thermostat
3. Pair the thermostat and Hub
4. Complete online setup

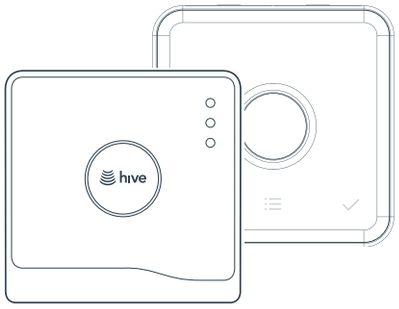
1

Install the Hub
Wait until the Hub flashes yellow

2

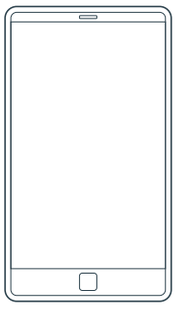
Install the thermostat
It will show 'Search' and then connect

3



Pair
Pair the thermostat and Hub

4



Complete online setup
On the Hive web-site or mobile app

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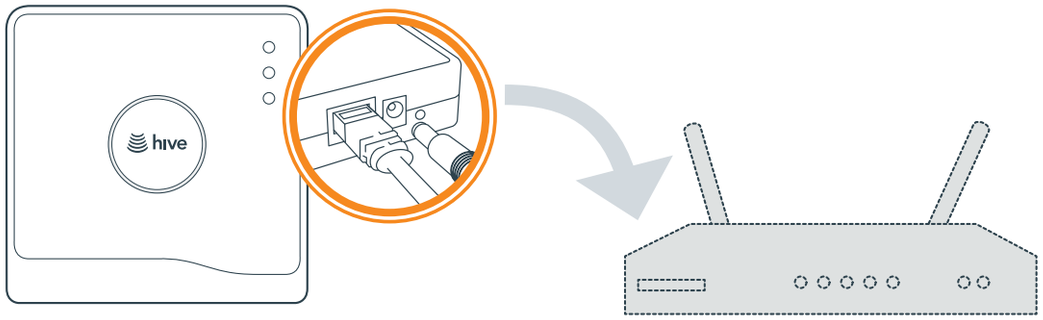
Installing your Hub

If you have already installed your Hub, please skip this section.

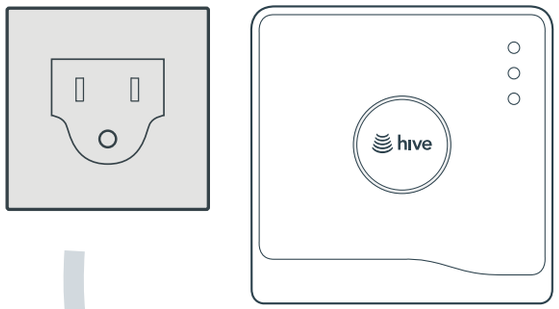
To install the Hub there must be an internet connection with a spare Ethernet port and a nearby electrical outlet. Install the Hub as follows:

1



Connect the Hub to your internet router using the Ethernet cable provided.
Hot tip: Position your Hub on a shelf or table rather than on the floor to help it talk to your other Hive devices.

2



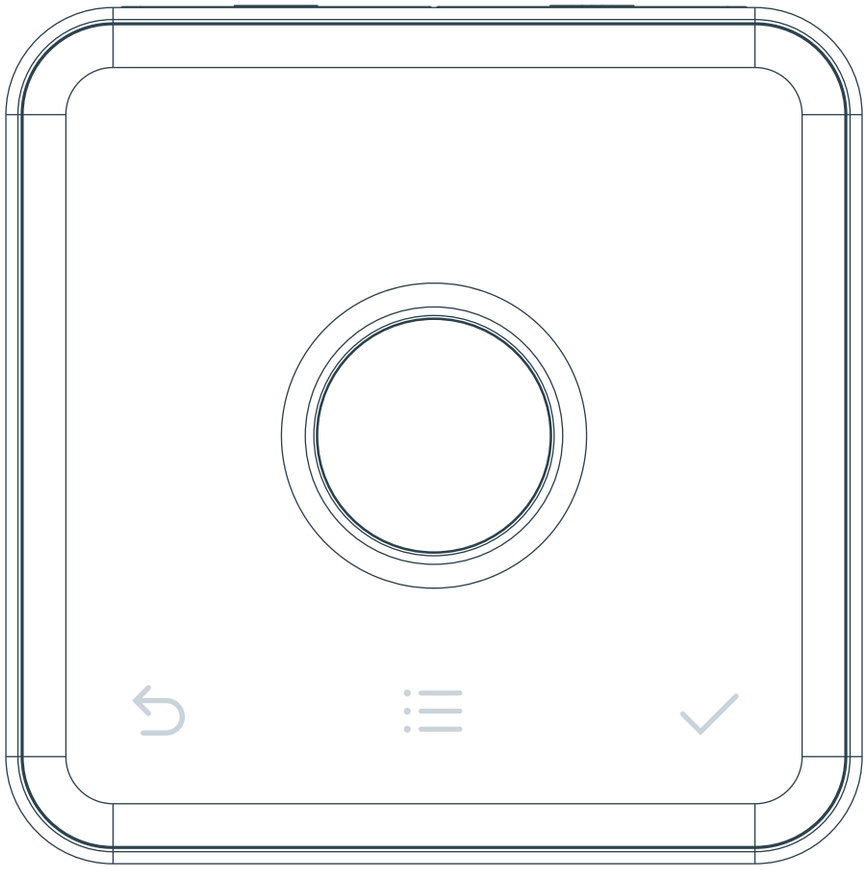
Fit the power cable into the Hub and plug it into a power outlet.

3

Wait for the middle light to flash yellow. During start-up the green light will flash, followed by the yellow light. This usually takes 5-10 minutes.

Once the yellow light is flashing, the Hub is set up and you can move onto installing the thermostat. If no lights are displayed immediately after the Hub has been turned on, check all cables are connected, the power outlet works and that you have connection. If the problem still persists, contact Hive Technical Support.

Installing your thermostat



1 Turn off power to your equipment

Before installing, switch the power off to the central heating and cooling system at your electrical breaker box. Confirm it is powered off and secured in the OFF position for the duration of the installation. Remember to always follow appropriate safe electrical isolation procedures and test to confirm that the supply is off before touching any electrical connections.

2 Remove your existing thermostat from the wall

Be sure to take a picture of how the wires are connected to your existing thermostat before removing the wires. You can use the labels provided to label which wire is connected to which terminal.

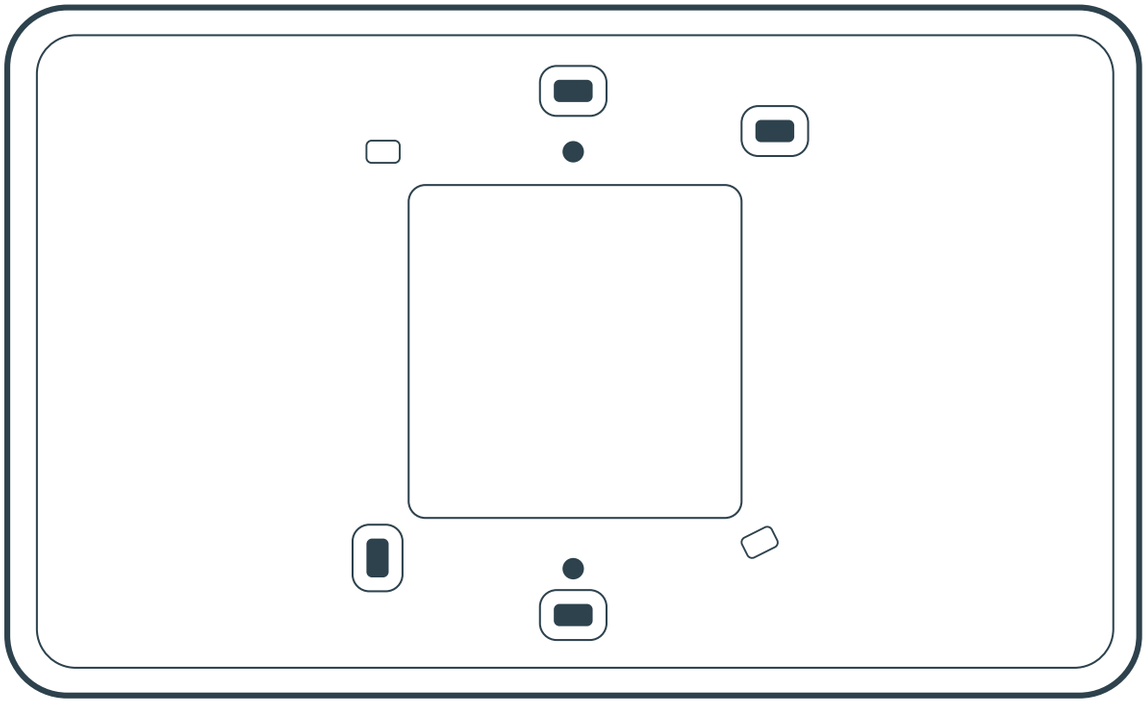
Hot tip: Taking a photo of the wires can be a handy reminder.

Sticker here

Optional decoration plate

Put the backplate on the wall, if there are holes and marks that aren't being covered by your new Hive thermostat, use the optional decoration plate provided.

Fix the decoration plate to the wall then attach the thermostat backplate using the small screws provided.



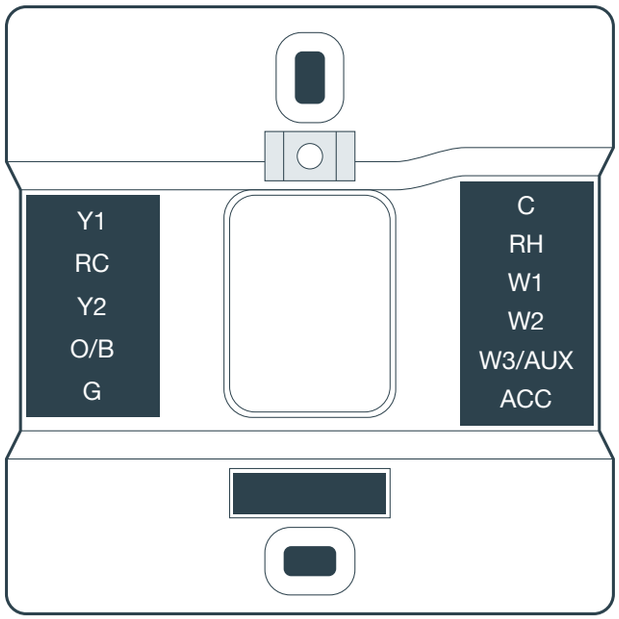
3 Your new thermostat needs permanent connection to the ‘C’ or ‘Common’ terminal

If there is no wire connected to the C terminal on your current thermostat, you should request a professional install.

4 Disconnect wires from the old thermostat backplate and remove it from the wall

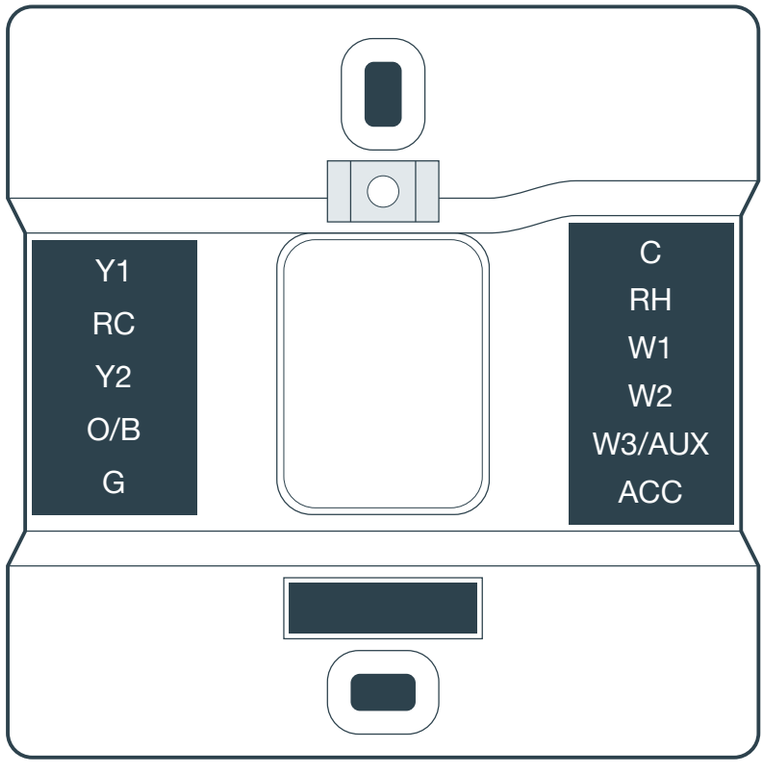
5 Screw on the Hive thermostat backplate using the screws provided

Use the spirit level on the backplate when installing the thermostat to help you get your thermostat straight on the wall.

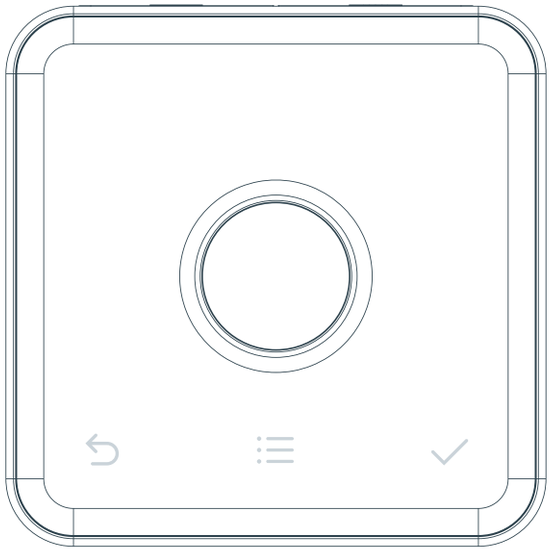


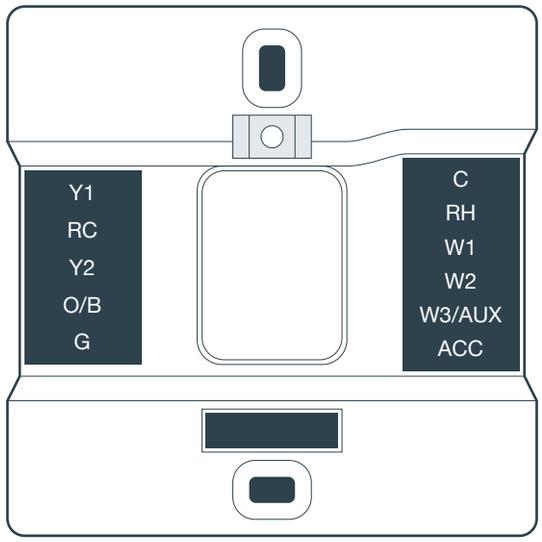
6 Connect wires into the correct terminals using the labels you placed on the wires

To ensure the wires are inserted all the way, the lever on the terminals will be pushed down. The Acc terminal can be used to connect an accessory such as a humidifier or a dehumidifier.



7 Attach the thermostat body to the thermostat backplate



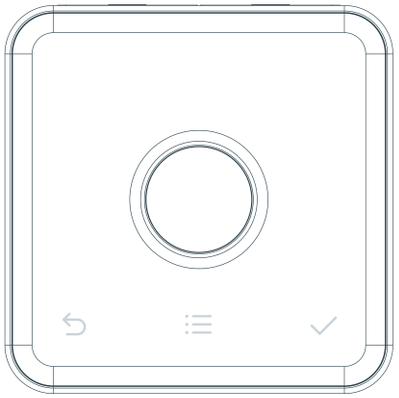


If you are installing Hive Multizone only connect one thermostat at a time.

Pairing your Hub and thermostat

1 At this point check the Hub is flashing yellow – this means it's ready to connect

If it is showing a solid yellow light, unplug the power to the hub and plug it back in. By disconnecting the Hub from the power and then reconnecting it, the Hub should then begin to flash yellow and be ready to connect.



2 After you have connected all of the appropriate wires and the body of the thermostat is attached to the backplate, you may turn the power back on to your heating and cooling system using your electrical breaker box

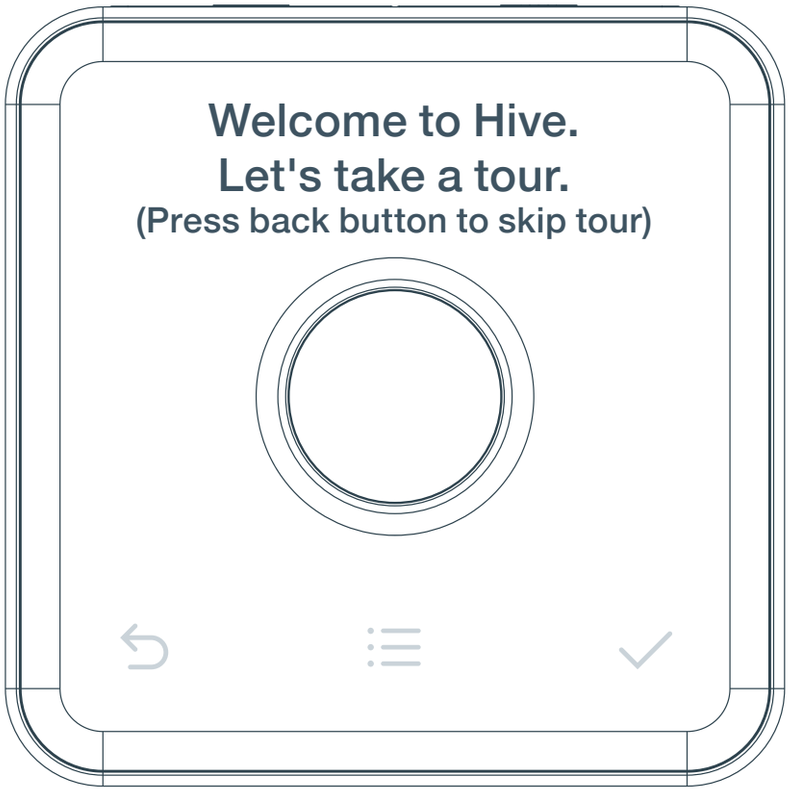
The thermostat display will show 'Search' – meaning it's searching for the Hub. A timer will show how long the thermostat has been searching.

If this lasts for longer than five minutes, contact Hive Technical Support and they will diagnose any problems.

3 Once paired you will see wiring confirmation screen

Press check if this is correct. If not, remove the thermostat body and check the wires are pushed into the terminal blocks on the thermostat back plate.

4 You will then see “Welcome to Hive” and the tour of the thermostat will begin

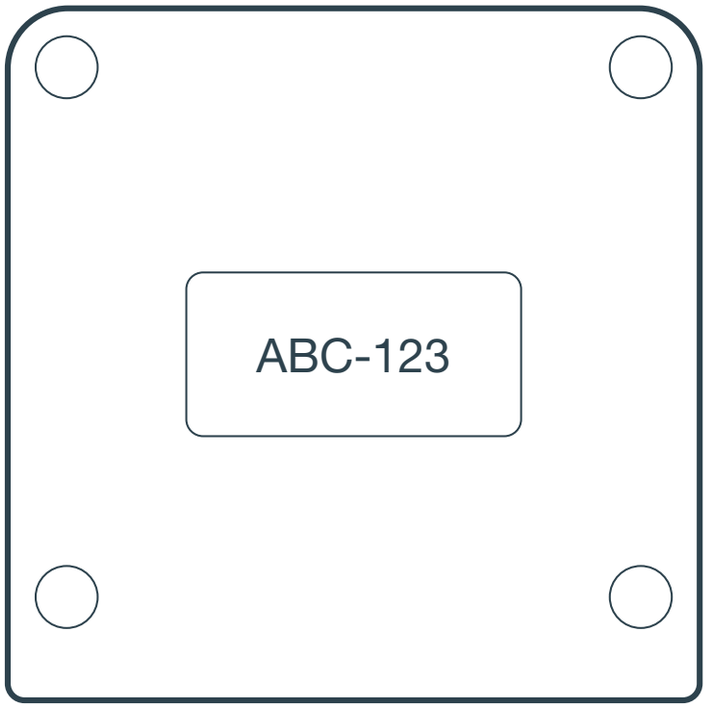


The thermostat will then go onto the ‘Welcome’ pages and a solid green light will appear on the Hub.

You can now set up your schedules on the thermostat or you can do this through the app or online dashboard.

Online account setup

1. Go to **hivehome.com** or download the Hive app.
2. Log in using the account details supplied in the Hive order confirmation email.
3. Enter the Hub ID – this is the ABC-123 formatted number on the underside of the Hub.
4. Setup is complete and your Hive thermostat is ready to use.



Multizone installation

Hive Multizone can support up to five zones for heating and cooling.

1. When installing each thermostat, repeat steps 1-7 from the **Installing your thermostat** sections on pages 6-11.

2. Log in online at hivehome.com or through your Hive app.

   If using your app, select menu and 'Install Devices' and follow the on-screen instructions in the app.

   If you are logged in via the web, select settings and 'Install devices' and follow the onscreen instructions.

3. If you have more zones to install, repeat the steps until all thermostats have been connected.

Note: You'll need to confirm the wiring is correct in each zone by pressing check on each thermostat.

Stand-alone mode

To remotely control your heating and cooling with Hive the thermostat and Hub need to be installed at the same time. When this service isn't available, the thermostat can also be installed without a Hub. This is known as ‘stand-alone’ mode. In ‘stand-alone’ mode the thermostat acts as a standard programmable thermostat without the remote heating and cooling control features and functionality of Hive.

Using stand-alone mode

1. Upon powering up the thermostat for the first time, the thermostat display will show ‘Search’.

2. Push and hold the back ⮌ and check ✓ buttons until the 10 second timer runs down.

3. To switch back to ‘connected’ mode:

   Remove thermostat from the backplate, wait 5 seconds and then connect the thermostat to the backplate. It will power back up and display ‘Search’ while looking for your Hub.

Troubleshooting

If your thermostat displays “Please check your Hive Hub connection”, please check that the Hub hasn’t been disconnected from the internet or power outlet. If the connection issue persists, you may need to contact Hive or go to hivehome.com to get a Signal Booster to improve your connection.

We're here to help

You can view our handy how-to-use videos along with hints and tips at **hivehome.com/support**

FCC Statement
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.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
The distance between user and products should be no less than 20cm

IC STATEMENT
This device complies with Industry Canada licence-exempt RSS standard(s). 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.
The distance between user and products should be no less than 20cm

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
la distance entre l'utilisateur et les produits devraient être au moins 20 cm