SmartOne – Factory Reset

Why Is This Needed

When the SmartOne thermostat needs to be paired to a new account a PUK code will be required to permit this, Central Heating New Zealand will need to be provided with the serial number and it may take some time for this PUK code to be provided. A quicker solution for allowing the SmartOne to be re-paired with a new account is to complete a factory reset, please follow the instructions for this below.

Step 1:
Navigate to the settings menu and select Advanced Settings.

Step 2:
Enter the advanced settings password - 264408.

Step 3:
Select Factory reset by holding your finder down until the green bar has filled the screen.

Step 4:
Select Yes to confirm that you want to complete a factory reset – the device will now complete the factory reset and then reboot, this process takes a few minutes.

Step 5:
When the thermostat reboots the system will be stopped and an alarm will be displayed stating "The system in not running", to allow the thermostat to operate again navigate back to settings and select User.

Step 6:
Select Yes to proceed to the next menu then select setup, now select Start System and yes to confirm.

Step 7:
Complete the thermostat set again following the instructions in the Advanced Start Up Guide on our Website.