



Mapeheat™ *Thermo Connect*

Operating Manual

Technology from

nvent

NUHEAT



www.mapei.com

MAPEI®

ADHESIVES · SEALANTS · CHEMICAL PRODUCTS FOR BUILDING



 **MAPEI**
Thermo Connect

11:15 AM (Wi-Fi) 68° 
Mon. Apr 27

84 °F 


Set to 84° 
until 2:00 PM

 Energy Use  Settings


nvent
.IRHEAT

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Introduction

Thank you for choosing *Mapeheat Thermo Connect* thermostat.

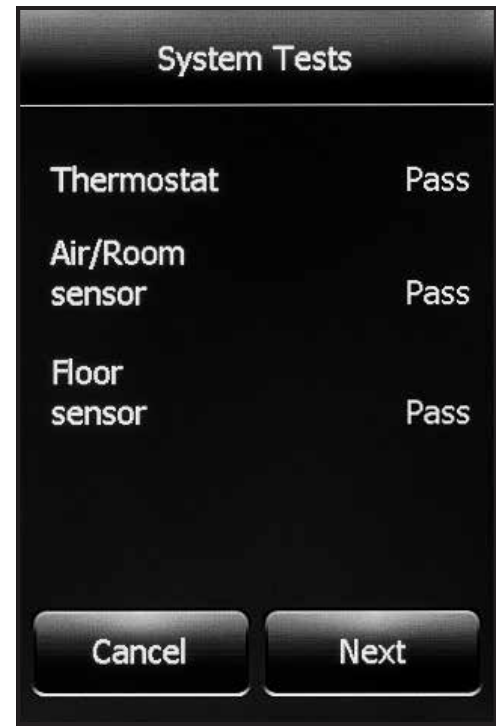
You have chosen the most advanced thermostat to control your *Mapeheat* Floor-Heating System. This manual will cover each of the features of the *Mapeheat Thermo Connect* thermostat.



System Tests

The *Mapeheat Thermo Connect* thermostat features a series of diagnostic tests to confirm that the thermostat is installed and functioning properly.

The System Tests option is available the first time that the thermostat is connected to power or after a factory reset is initiated.



Setup Wizard

The *Mapeheat Thermo Connect* thermostat features a Setup Wizard to guide you through the basic setup process.

The Setup Wizard is available the first time the thermostat is connected to power or after a factory reset is initiated. Refer to Section 6 on Page 15.

GFCI

The *Mapeheat Thermo Connect* thermostat has a built-in GFCI (ground-fault circuit interrupter). The GFCI protects against risks of electrocution caused by a current leakage. If the current leakage exceeds 5 mA, the GFCI will automatically be triggered, thus cutting power to the floor heating system. To indicate the fault, a message will appear on the screen informing you of the fault. To reset the GFCI, press the button on the right side of the thermostat. If problem persists, contact MAPEI's Technical Services Department at 1-800-992-6273 (USA) or 1-800-361-9309 (Canada).

Section 1: Home Screen



1. Change date and time
2. Access Wi-Fi settings
3. Access weather forecast (Wi-Fi connection required)
4. Current temperature
5. Target temperature or setpoint
6. Operating mode: The Auto* mode means that the thermostat is following a program/schedule. The Manual mode means that the thermostat is not following a program/schedule and is being controlled manually. Refer to Section 2.5 on Page 8.
7. Increase the temperature
8. Decrease the temperature
9. Heating indicator: When visible, system is heating
10. Access “Energy Use” data
11. Access “Settings” menu

* *When the thermostat is in Auto mode:*

- “Resume Programmed Schedule”: This phrase only appears if the temperature is manually increased/decreased.
- “Hold Options”: This phrase only appears if the temperature is manually increased/decreased. Refer to Section 1.1 on Page 5.

Section 1: Home Screen

Section 1.1: Temporary bypass and hold options

If the thermostat is following the program/schedule (in Auto mode), you can temporarily bypass the programmed temperature by pressing the \uparrow or \downarrow button until the desired “Set To” temperature is displayed. The thermostat will maintain this temperature until the start of the next period.

1. Press “Resume Program” to cancel the temporary bypass.
2. Press “Hold Options” to access more options.

Hold Options

The *Mapeheat Thermo Connect* thermostat allows you to set the duration you want for the temporary bypass temperature.

1. Change the duration of the hold time by pressing the \uparrow or \downarrow arrows.
2. Alternatively, press “Permanent Hold” to hold the temporary bypass temperature indefinitely.
3. Press “Cancel” to ignore the change or press “Save” to confirm.
4. On the home screen, press “Resume Program” to cancel the temporary bypass.



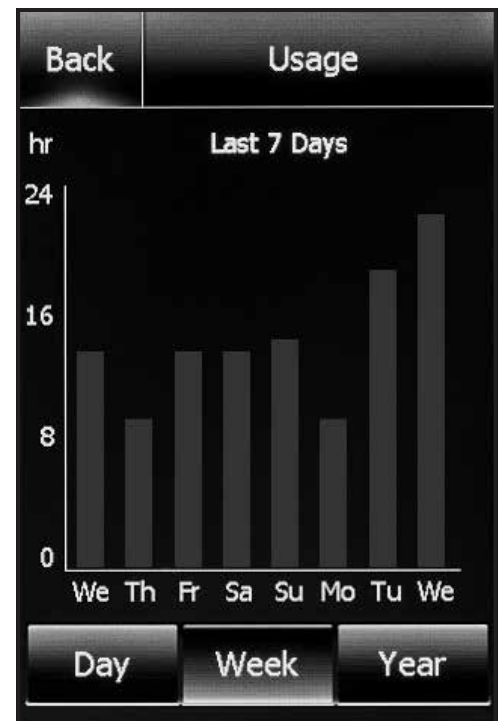
Section 1.2: Energy use

The *Mapeheat Thermo Connect* thermostat tracks the amount of time that your floor-heating system has been heating.

1. Press “Day/Week/Year” to view the different time ranges.
2. Press “Back” to return to the home screen.

Note that the thermostat cycles the heating on and off in order to maintain the desired setpoint temperature. Actual heating time is normally a percentage of the scheduled “On” time.

For example, let’s say that the thermostat is programmed to turn on at 5:00 p.m. and turn off at 8:00 p.m. The total “On” time is 3 hours, but the number of hours that the system is actually heating may be a percentage of the total “On” time.

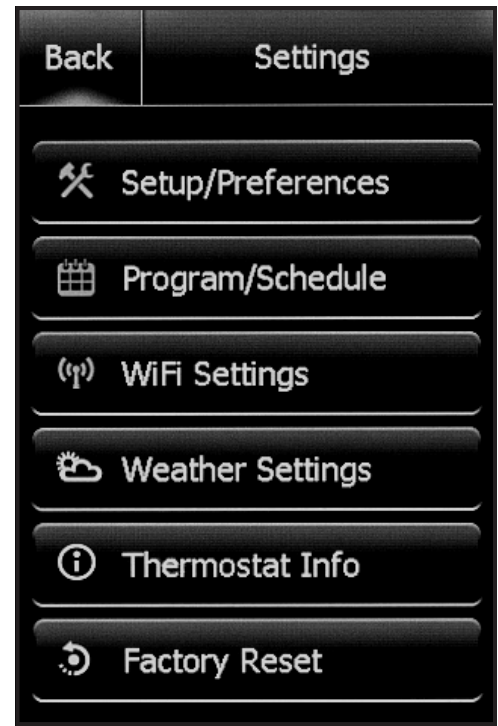


Section 1: Home Screen

Section 1.3: Settings

The following options are available under the “Settings” menu:

- “Setup/Preferences”
- “Program/Schedule”
- “Wi-Fi Settings”
- “Weather Settings”
- “Thermostat Info”
- “Factory Reset”



Section 2: Setup/Preferences

From the home screen, access the “Setup/Preferences” menu by pressing “Settings > Setup/Preferences”. Press the < or > arrows at the top to view both pages of “Setup/Preferences”.

Section 2.1: Language

1. Choose between “English / Français / Español”.
2. Press “Cancel” to ignore the change or press “Save” to confirm.



Section 2.2: Date

1. Set the current month/date/year.
2. Select whether to enable/disable daylight savings time based on your region.
3. Press “Cancel” to ignore changes or press “Save” to confirm.



Section 2.3: Time

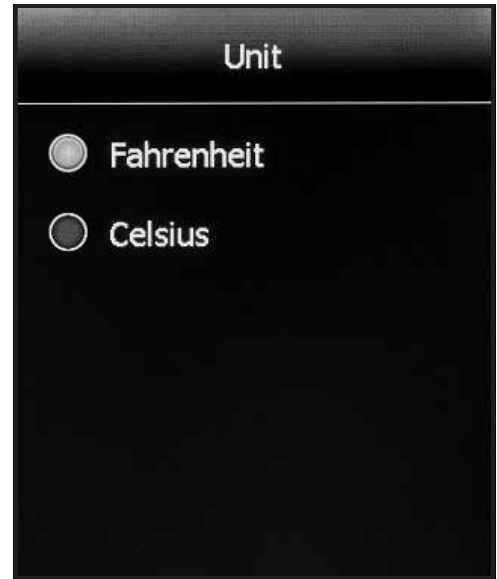
1. Set the current time.
2. Select whether you would like the time to sync with the network time once the thermostat is connected to your Wi-Fi network.
3. Press “Cancel” to ignore changes or press “Save” to confirm.



Section 2: Setup/Preferences

Section 2.4: Unit

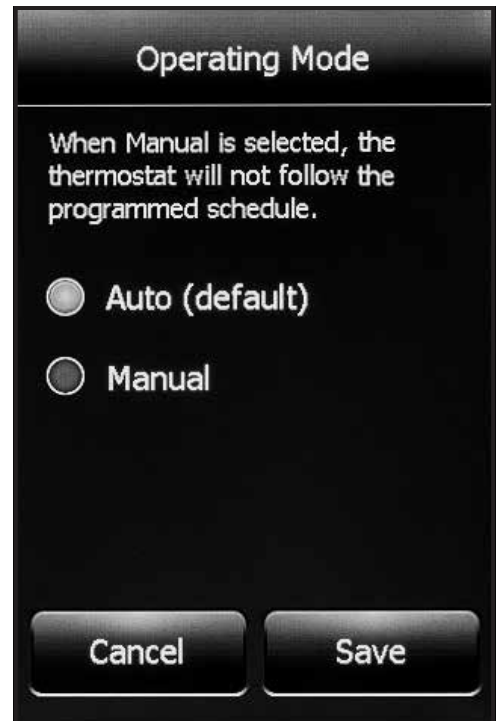
1. Choose between Fahrenheit or Celsius.
2. Press "Cancel" to ignore the change or press "Save" to confirm.



Section 2.5: Operating mode

The thermostat has two operating modes:

1. Auto: "Auto" is the default mode, allowing you to program a heating schedule for your thermostat. Refer to Section 3 on Page 12.
2. Manual: Select the "Manual" mode if you always want to set the temperature manually, with no programmed schedule. The thermostat will maintain the set temperature until it is manually changed or until you switch to another operating mode.
3. Press "Cancel" to ignore the change or press "Save" to confirm.



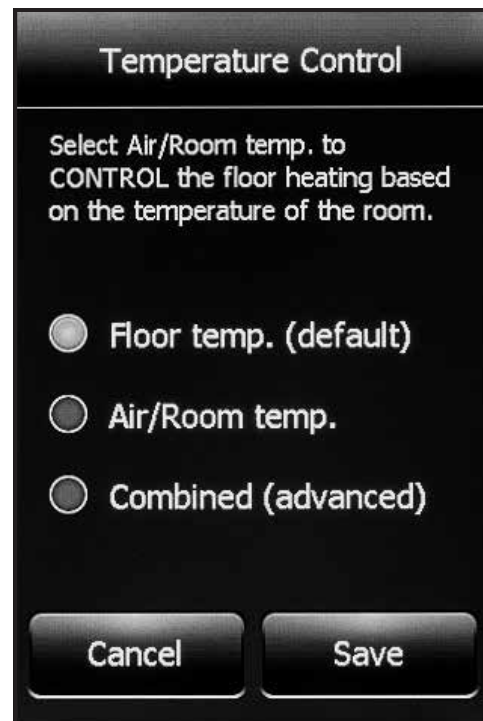
Section 2: Setup/Preferences

Section 2.6: Temperature control

The thermostat can be configured to control the floor temperature, air/room temperature, or a combination of floor and air/room temperature.

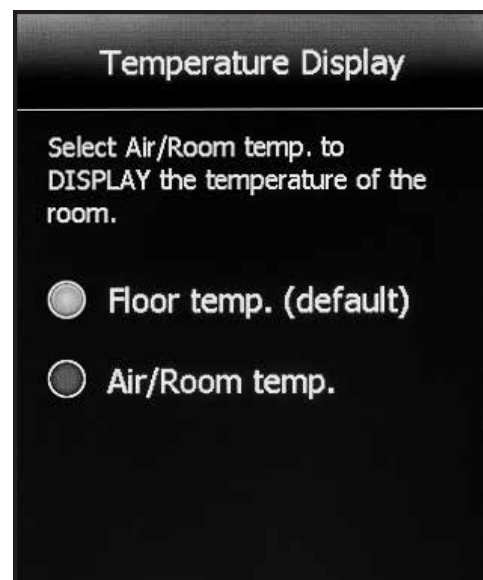
Temperature Control Setting	Description
Floor temp. (default)	The thermostat controls the floor temperature.
Air/room temp.	The thermostat controls the air/room temperature. This setting disables the floor sensor and is useful if the floor sensor is damaged or not installed.
Combined (advanced)	For advanced users only – This setting allows control of the floor-heating system based on air/room temperature but will not turn on the floor-heating system if the floor temperature is above the floor limit.

1. Select the desired temperature control.
2. Press “Cancel” to ignore the change or press “Save” to confirm.



Section 2.7: Temperature display

1. Select one of the following temperatures on the home screen and screensaver:
 - Floor temp. (default)
 - Air/room temp.
2. Press “Cancel” to ignore the change or press “Save” to confirm.



Section 2: Setup/Preferences

Section 2.8: Floor type

1. Set according to your flooring type.
2. When "Engineered/Laminate/Vinyl" is selected, the floor temperature will be limited to 82°F (28°C).
Note that this setting is not available if "Temperature Control" is set to "Air/room temp." Refer to Section 2.6 on Page 9.
3. Press "Cancel" to ignore the change or press "Save" to confirm.

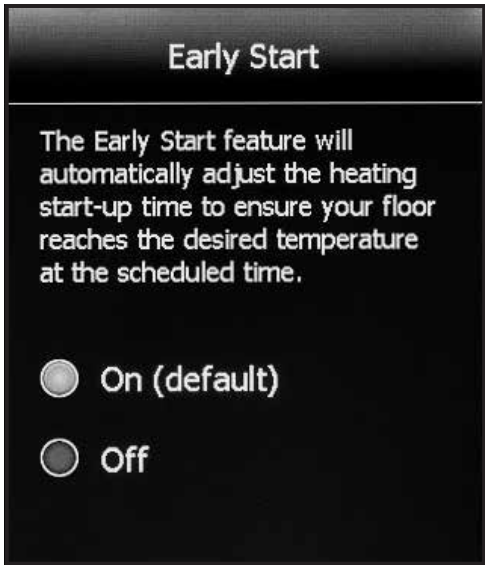


Section 2.9: "Early Start"

Early Start calculates the optimal time to start heating in order to ensure that your floor reaches the desired temperature at the scheduled time in your program/schedule.

Note that it only applies if your thermostat is following a programmed schedule (that is, when the thermostat is in Auto mode).

1. Select "On" if desired.
2. Press "Cancel" to ignore the change or press "Save" to confirm.



Section 2: Setup/Preferences

Section 2.10: Floor limit

1. Set the maximum temperature that you want the floor to reach. The floor heating will not turn on if the floor temperature is above the set floor limit. If the floor limit is set too low, your floor-heating system will not turn on. MAPEI suggests leaving the floor limit at the default factory temperature setting.
Note that this setting is not available if "Temperature Control" is set to "Air/room temp". Refer to Section 2.6 on Page 9.
2. Press "Cancel" to ignore the change or press "Save" to confirm.



Section 2.11 Screen brightness

1. Set the desired screen brightness.
2. Press "Cancel" to ignore the change or press "Save" to confirm.



Section 2.12: Screensaver

1. The thermostat will display a screensaver after two minutes of inactivity. You can choose what information to display on the screensaver.
Note that weather information for the screensaver is only available if the thermostat is connected to your Wi-Fi network.
2. Press "Cancel" to ignore the change or press "Save" to confirm.



Section 3: Program/Schedule

From the home screen, access the “Program/Schedule” menu by pressing “Settings > Program/Schedule”.

Below is the default schedule of the *Mapeheat Thermo Connect* thermostat:

WEEKDAYS

Period	Start Time	Floor Temperature	
		Tile	Wood
Wake	6:00 a.m.	88°F (31°C)	82°F (28°C)
Leave	9:00 a.m.	74°F (23°C)	74°F (23°C)
Return	5:00 p.m.	88°F (31°C)	82°F (28°C)
Sleep	11:00 p.m.	74°F (23°C)	74°F (23°C)

WEEKENDS

Period	Start Time	Floor Temperature	
		Tile	Wood
Wake	8:00 a.m.	88°F (31°C)	82°F (28°C)
Sleep	11:00 p.m.	74°F (23°C)	74°F (23°C)

To adjust the setpoint(s):

1. Use the < or > arrows to toggle between weekdays and weekend days.
2. Select the period that you want to adjust.
3. Using the ↑ or ↓ arrows, adjust the time and temperature of the setpoint.
4. Press “Cancel” to ignore the change or press “Save” to confirm.



To set a new program/schedule, press “New Program” at the bottom of the screen:

1. Select the days that share the same schedule.
2. Press “Next”.
3. Select the period that you want to adjust.
4. Using the ↑ or ↓ arrows, adjust the time and temperature of the setpoint.
5. Press “Cancel” to ignore the change or press “Save” to confirm.
6. Press “Next”.
7. Repeat Steps 1 to 6 until all days of the week have been programmed.
8. Press “Done” to save the program/schedule.

Section 4: Wi-Fi Settings

From the home screen, access the “Wi-Fi Settings” menu by pressing “Settings > Wi-Fi Settings”.

To connect your *Mapeheat Thermo Connect* thermostat to your Wi-Fi network:

1. Select your Wi-Fi network from the list of available networks detected by the Mapeheat Thermo Connect thermostat. If the network name does not appear, refer to Section 8 on Page 16 for Wi-Fi troubleshooting.
2. Enter the password for your Wi-Fi network. Note the uppercase/lowercase letters, special characters and numbers in your password. Numbers and special characters can be accessed by pressing the  button.
3. Press “Join.”
4. The thermostat will now attempt to connect to your Wi-Fi network. If this fails, check your Wi-Fi router and repeat Steps 1 to 3. If problems persist, refer to Section 8 on Page 16 for Wi-Fi troubleshooting.
5. Press “Next” once the screen says “Connected”.
6. Enter a name for your thermostat (such as “master bathroom”).
7. Press “Next”.
8. Review the Privacy Policy available at www.mapei.com and press “Next”.
9. Enter an email address where an activation email may be sent. Note the uppercase/lowercase letters, special characters and numbers in your email address. Numbers and special characters can be accessed by pressing the  button.
10. An activation email/link will be sent to the email address provided. Press “OK”.
11. Press “Back” to return to the home screen.

After 1 to 2 minutes, you will notice the Wi-Fi icon turn on at the top of the home screen. This means that your *Mapeheat Thermo Connect* thermostat is now connected to your Wi-Fi network. If you cannot connect to your Wi-Fi network, refer to Section 8 on Page 16 for Wi-Fi troubleshooting.

If you have a *Mapeheat Thermo Connect* thermostat: In order to access all the wireless features of the *Mapeheat Thermo Connect* thermostat, you must first connect the *Mapeheat Thermo Connect* thermostat to your Wi-Fi network. Go into “Settings > Wi-Fi Settings” and complete the Wi-Fi setup. Once the thermostat is connected to your Wi-Fi network, you will be asked for an email address to begin your MyMapeheat.com account setup. An email with an activation link and instructions will be sent to that email address. After your MyMapeheat.com account is set up, you can control your *Mapeheat Thermo Connect* thermostat via MyMapeheat.com or download the *Mapeheat Thermo Connect* app from the App Store or Google Play.

If you have a *nVent Nuheat Signature* thermostat: In order to access all the wireless features of the *nVent Nuheat Signature* thermostat, you must first connect the *nVent Nuheat Signature* thermostat to your Wi-Fi network. Go into “Settings > Wi-Fi Settings” and complete the Wi-Fi setup. Once the thermostat is connected to your Wi-Fi network, you will be asked for an email address to begin your MyNuheat.com account setup. An email with an activation link and instructions will be sent to that email address. After your MyNuheat.com account is set up, you can control your *nVent Nuheat Signature* thermostat via MyNuheat.com or download the *nVent Nuheat Signature* app from the App Store or Google Play.

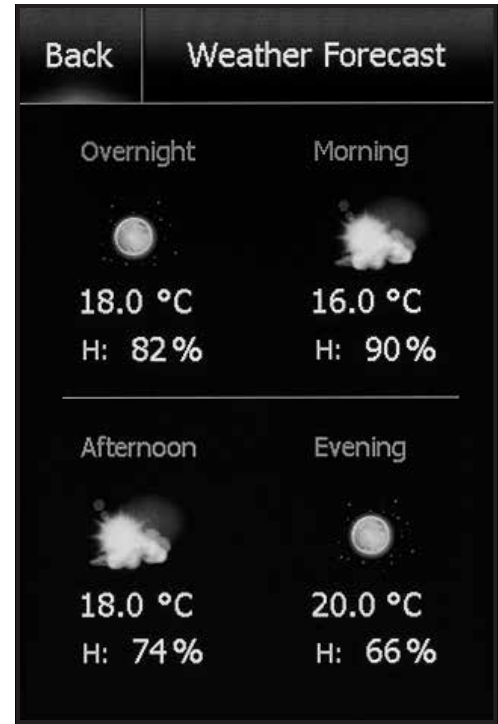
Section 5: Weather Settings

1. From the home screen, access the “Weather Settings” menu by pressing “Settings > Weather Settings”.
Note that you must complete Wi-Fi setup in order to display weather information on your *Mapeheat Thermo Connect* thermostat. Refer to Section 4 on Page 13.

To set up weather information for display on the thermostat:

1. After you have completed the Wi-Fi setup. Refer to Section 4 on Page 13. Press “Change” on the “Weather Location” screen.
2. Enter the “ZIP/Postal Code” for your area.
3. Press “Search”.
4. After a few seconds, your city name should appear on the screen.
5. Press “Next”.
6. Press “OK”.
7. Press “Back” to return to the home screen.

After 1 to 2 minutes, you will notice the weather information appear on the top right corner of the home screen. Press the weather icon to access the weather forecast.



Section 6: Thermostat Information

1. From the home screen, access the “Thermostat Info” items by pressing “Settings > Thermostat Info”.
2. Press the < or > arrows at the top to view both pages of thermostat information:
 - “Thermostat name” – The name that was entered during the “Wi-Fi Settings” setup. Refer to Section 4 on Page 13.
 - “Thermostat ID” – The unique serial number assigned to the thermostat during manufacturing.
 - “Wi-Fi network” – The name of the Wi-Fi network to which the thermostat is connected.
 - “Account” – The email address that was entered during the “Wi-Fi Settings” setup. Refer to Section 4 on Page 13. This is the email address where the activation/verification email was sent.
 - “Account status” – This indicates whether the thermostat has been confirmed or not. Your MyMapeheat.com or MyNuheat.com account must be setup in order for the thermostat to be confirmed to your account.
 - “Server status” – The status of the “MyMapeheat” or “MyNuheat” server.



Section 6: Thermostat Information

- “Floor sensor” – The status of the floor sensor.
- “Air/room sensor” – The status of the built-in air/room temperature sensor.
- “GFCI” – The status of the GFCI. If a “?” appears, it means the GFCI has not been tested. Refer to the GFCI Section on Page 3.
- “GFCI tested” – The date when the GFCI was last tested.
- “Appl. Version” – The firmware version number (for internal use during manufacturing).
- “Wi-Fi version” – The Wi-Fi version number (for internal use during manufacturing).

Section 7: Factory Reset

From the home screen, access “Factory Reset” by pressing “Settings > Factory Reset”.

Factory Reset allows you to reset the thermostat back to factory default settings. This can be used to reset the thermostat for a new owner or for troubleshooting purposes.

WARNING: Factory Reset will delete all information stored on the thermostat, including energy usage data.



Section 8: Wi-Fi Troubleshooting

I can't connect to my Wi-Fi network.

Cause	Solution
Wrong password	Try entering your password again. Be careful to enter uppercase/lowercase letters, numbers and symbols as needed. The thermostat can switch between three different keyboards to enter these characters.
Your network name is hidden	If you have another device connected to your Wi-Fi network (such as your mobile phone), stand next to your thermostat and go into that device's Wi-Fi settings to see if the network name is appearing. If you do not see the network, it could mean that your network name is hidden. If your wireless network is hidden, it means you've chosen to not have the network name broadcasted to devices. In the "Wi-Fi Settings" on the thermostat, select "Other" at the bottom and type in the name of your network (also known as SSID). Then enter your password when you are prompted.
Thermostat is too far from Wi-Fi router	Try connecting another device such as your mobile phone to your Wi-Fi network. Standing next to your thermostat, go into your device's Wi-Fi settings. If the Wi-Fi signal cannot be detected or is very weak on your device, it means other devices may have trouble connecting to the network from that area of the home. This means you may be too far away from your Wi-Fi router or there may be a problem with it. If your Wi-Fi router is too far, you can purchase a Wi-Fi signal repeater, which will improve the range of the Wi-Fi signal in your home for all devices.
Insufficient security settings on your Wi-Fi router	<p>With so many home devices now connected to the Internet, we want to make sure our thermostats are connected to secure networks so that hackers cannot gain control of devices in the home. There are two main types of encryption or protection available through wireless routers: WEP and WPA. WEP is the original form of wireless security and offers very minimal security. Hackers can easily break into your wireless network if your router is set up with WEP encryption. It was replaced with WPA encryption in 1999 and WPA2 in 2006. WPA is a security protocol that makes it much more difficult to break into the networks. The <i>Mapeheat Thermo Connect</i> and Nuheat Signature thermostats currently support WPA and WPA2 encryption only.</p> <p>MAPEI is releasing a version of <i>Mapeheat Thermo Connect</i> in the coming months that will support WEP. If your router was manufactured after 2003, you should be able to change the setting from WEP to WPA (see www.tech-faq.com/how-to-change-wep-to-wpa.html). Without a Wi-Fi connection, your thermostat can still control your floor-heating system. MAPEI recommends upgrading your security settings to properly protect your network from hackers. If that is not an option, please contact MAPEI's Technical Services Department at 1-800-992-6273 (USA) or 1-800-361-9309 (Canada).</p>
Too many wireless devices connected to your network	Some Wi-Fi routers have a limit on the number of wireless devices that can connect to the Internet. To test if this is your issue, shut down one of the Wi-Fi enabled devices in your home. Once that device is completely shut down, try again to connect to the network with the thermostat. If the thermostat successfully connects, consult the documentation for your access point or contact your Internet service provider (ISP) to find out if you can increase the number of simultaneous connections to your Wi-Fi network.

Section 8: Wi-Fi Troubleshooting

I can't connect to my Wi-Fi network.

Cause	Solution
Wi-Fi router requires a restart/reboot	The problem might be with your router (even if your other wireless devices are still connected). A simple restart of the router will usually resolve these types of issues. While most routers just need to be unplugged and plugged back into their power source to restart them, you should refer to your router's documentation for specific instructions.
Wi-Fi router firmware needs to be updated	Contact your ISP or the router manufacturer for instructions on how to update the firmware.
Presence of wireless interference	Try turning off other wireless technologies (Bluetooth, Wi-Fi, wireless phones/cameras) that may cause interference. Then test the thermostat's network connection.
Thermostat needs a factory reset	Restart your thermostat. To restart it, go to "Settings > Factory Reset" and select "Reset". Once your thermostat has restarted, go to "Settings > Wi-Fi Settings" to try connecting again.

Section 9: Connect to Google Assistant, Amazon Alexa or IFTTT

The *Mapeheat Thermo Connect* thermostat works with popular home assistants and home automation products and services such as Google Assistant, Amazon Alexa and IFTTT.



Amazon Alexa

The *Mapeheat Thermo Connect* thermostat can be controlled using any Alexa device, including Amazon Echo, Amazon Echo Dot and Amazon Echo Plus.

Section 9: Connect to Google Assistant, Amazon Alexa or IFTTT



Google Assistant

Control the *Mapeheat Thermo Connect* thermostat with any Google Assistant-enabled device such as Google Home and Google Home Mini.



IFTTT

The *Mapeheat Thermo Connect* thermostat is part of this popular free service that enables you to automatically trigger actions for your floor-heating system based on other apps, Web services and devices. Automatically turn off the floor-heating system every time you lock your front door or get a text message whenever your floor drops below a certain temperature. All this is possible via IFTTT.

Look for *Mapeheat* applets in the IFTTT app or Website.

For setup information, please visit our interactive Website resource at www.mapei.com/us/en-us/mapeheat.



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1-800-361-9309 (Canada)

Customer Service

1-800-42-MAPEI (1-800-426-2734)

Services in Mexico

0-1-800-MX-MAPEI (0-1-800-696-2734)

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