

## **Nest Installation Frequently Asked Questions**

**1. Is the Nest Thermostat compatible with my heating system?**

The Nest Learning Thermostat is compatible with most gas central heating boilers as well as wet underfloor heating systems. Our installation engineer will be able to provide further information when on site.

**2. I already have a wireless thermostat. Will Nest work with my heating system?**

As you already have a wireless thermostat installed then it is highly probable that the Nest Thermostat will work with your heating system.

**3. Is the Nest Thermostat wireless?**

The connection between the thermostat and the Heatlink device is wireless but the Nest Thermostat does require power and this is provided either via the power pack that is sold with the device or via a low voltage supply from your property.

**4. I don't have a power supply at the location I want the thermostat installed, what are my options?**

Under our standard installation, the most suitable option under these circumstances would be to install the Nest on a stand which costs £29.00. The stand can be placed on an occasional table, dresser or shelf and will work as optimally as if the thermostat was installed on a wall.

**5. I want the thermostat installed on the wall but I don't have a supply at that location.**

This is a non-standard installation; our engineer will advise you at the time of his visit and recommend any works that would need to be done. Our installation partner will charge you directly for any additional installation works that are not part of the standard installation service.

**6. I don't have broadband/wireless at home. Will the Nest still work at my property?**

The Nest Thermostat will still work at your property without wireless home broadband. You will not be able to use some of the functionality such as remote access to your heating when you are away from home but the thermostat will still function normally.

**7. I am not tech savvy, is it easy to use?**

The Nest Thermostat learns your behaviours in your property and it reacts to that. The level of interaction you require is minimal. Unlike conventional programmers and controls, it is simple to work with a twist and push functionality. You can actually leave it to manage your home heating without programming a schedule.

**8. Will the Nest Thermostat control my hot water?**

Nest does not currently control hot water. Your programmer on your system boiler will be left intact and this will control your hot water whilst the Nest controls the central heating.

**9. Will the Nest Thermostat control the radiators?**

Nest does not directly control individual radiators in your home. It is a zonal system that will manage the temperature on the zones at your property.

**10. I want to install a Nest Thermostat in each room to control the temperature**

Nest is not designed to control the temperature in each room and your heating system is unlikely to be configured on this basis. This is not a cost effective solution for you and a simple zonal system will work with Nest to manage your temperature requirements.

**11. How many Nest Thermostats do I need?**

Nest is a direct replacement for your existing thermostat. If you have one thermostat currently, you will only need one Nest. If you have two, you will require two Nests etc.

**12. Can I control my heating when I am abroad?**

You will be able to control your heating from anywhere in the world as long as you have set up your Nest account and your home broadband is connected to the Nest.

**13. How long will the installation take?**

The installation takes approximately one hour end to end.

**14. Will I need a Programmer for my Nest Thermostat to work?**

If you have an existing programmer, this will be retained to control your hot water. The Nest thermostat will control your heating.

**15. When do I need a Nest stand?**

If you do not have a thermostat or your existing thermostat isn't already wired to a power supply, we recommend purchasing a Nest Stand at an additional £29.00. The stand can be placed on an occasional table, dresser or shelf and will work as optimally as if the thermostat was installed on a wall.