

# TAKE CONTROL

THE ESSENTIAL MAG FOR EVERYTHING YOU NEED TO KNOW ABOUT **DRAYTON**

## INSIDE THIS ISSUE

**TRV SECRETS** PAGE 4

**NEW INSTALLER  
REWARDS PROGRAMME** PAGE 10

**WISER FOR THE FUTURE** PAGE 16

**YOUR LOCAL AREA CONTACTS** PAGE 18



**75 YEARS OF INDUSTRY LEADING DESIGN.**

**Drayton**  
by Schneider Electric

# CONTENTS

**03**

**75 Years**

Tried and trusted

**04**

**TRVs**

There's one born every minute

**05**

**Auto-balancing**

Cut bills, chills and call-backs

**06**

**Men's Health Matters**

Check the crown jewels

**07**

**Vital research : the verdict**

Your favourite snacks

**08**

**Digistat Step by Step**

Get to grips

**10**

**Drayton Rewards+**

Turning loyalty up a notch

**12**

**Heat Pumps**

Electrification of heating

**13**

**MACC Curve**

Controls for energy saving

**14**

**Motorised Valves**

Snap on, fits in, zones out

**15**

**UK Support**

Your top questions answered

**16**

**Wiser**

Tech for energy hungry homes

**18**

**In Your Area**

Meet your local rep

**19**

**Handy Resources**

All the help in one place



# WELCOME

## Welcome to Take Control by Drayton, our special 75 year edition.

This mag is packed with useful articles for you about some of the things that affect your everyday life on (and off) the job. As well as product info, our brand new Rewards programme, what we're doing with Wiser and where you can get support.

I hope you find it interesting and useful, I'd love to hear what you think so let us know on the socials, just tag @draytonheating. Bonus points for a pic of you reading it with a cuppa!

Enjoy the read.

Clare@Drayton



## NEW DEVELOPMENTS

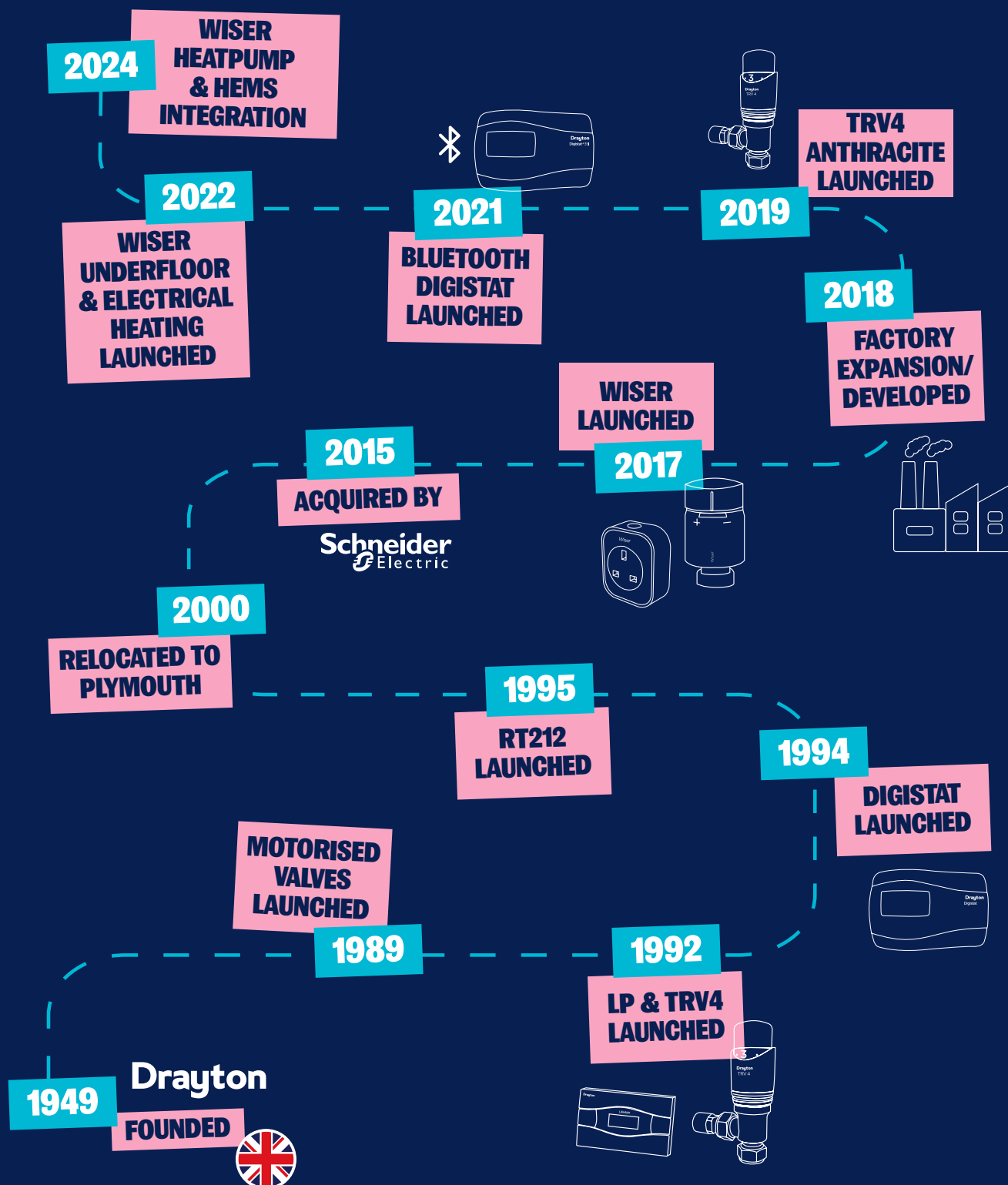
# THE FUTURE OF HOME AUTOMATION & EFFICIENCY



Take a peek at page 17 to see what's coming in our Wiser range.

# CELEBRATING 75 YEARS

WE'RE PROUD OF OUR LONG BRITISH HERITAGE - CHECK OUT THE MILESTONES WE'VE REACHED OVER THE LAST SEVENTY FIVE YEARS...



# SECRETS OF THE TRV4



## TRV4: THE ORIGINAL ICON

Accept no imitations. The Drayton TRV4 is more than just a pretty face; it's a TRV for life with replaceable parts and a timeless design. Manufactured for over 30 years and with more than 16 million sold across the UK, TRV4 has clever features that the copycats simply don't boast. Time to unlock the secrets of TRV4 with our tips to help you and your customers get the most out of this industry favourite.

## A TRV FOR LIFE: REPLACEABLE GLAND SEAL

To extend the life of a TRV4 valve body, a worn gland seal is easily replaced in seconds with the handy Drayton TRV4 Balancing Key. And there's no need to drain down the system. Combined with non-stick valve internals, the TRV4 really is a TRV for life.

**TIP** HARD WATER AREAS CAN CAUSE CALCIUM BUILD-UP IN TRVS, MAKING NON-STICK INTERNALS A MUST-HAVE FOR RELIABILITY AND LONGEVITY.

## JOIN THE DARK SIDE: A TRV4 FOR EVERY SPACE

From classic white to modern anthracite, the TRV4 is available in four colours to suit any setting. Fitting a lot of anthracite radiators lately?

No problem, your discerning customers will love the TRV4 Anthracite with zero compromise on features.



## TRV4 MAKES IT EASY: BALANCE AT THE VALVE

You've carefully adjusted the flow rate of a system, optimising efficiency and comfort, with heat evenly distributed around the building. But if other work on the system is carried out, it could undo your careful balancing. Avoid accidental unbalancing – for example when a radiator needs to be moved – by locking in flow rate settings at the TRV, with no need to use the lockshield. The TRV4 Balancing Key is your time-saving best friend, with numbered positions to help you do it once, and do it right.

**TIP** WANT A FREE DRAYTON BALANCING KEY? JOIN OUR INSTALLER FACEBOOK GROUP TODAY TO CLAIM YOUR FREE KEY!



## IT'S GETTING HOT IN HERE: TEMPERATURE RANGE LIMITATION

Another handy feature of the TRV4 is the temperature limitation on settings that range from frost protection to 6.

Imposing a limit using the range limiting pins is useful for safety and comfort while avoiding excessive energy use through high heat settings. This is especially handy in a commercial environment where a large number of people have access to the heating controls.

All TRV4 valve bodies include one limiting pin as standard, additional pins are available at a nominal cost to allow a maximum AND minimum limit to be set.

**TIP** WANT TO SEE EXACTLY HOW TO USE ALL THESE GREAT FEATURES? WATCH OUR HOW-TO VIDEO NOW.



# AUTO-BALANCING TRV CASE STUDY



The team at Fletcher's Heating Services Ltd, based in Swindon are always looking for new ways to ensure efficiency for their customers. However, more importantly, they want to walk away from each job safe in the knowledge that their customers will enjoy maximum comfort according to their needs.

That is why, for the past nine months, Fletcher's director, Ben Fletcher, has taken to installing Drayton's new range of Auto-balancing TRVs. Not only do they eliminate call backs due to uneven heating, but they provide his customers with the comfort and cost-savings they are looking for, especially during the cost-of-living crisis when efficiency is key.

Drayton's Auto-balancing TRVs are made to ensure a permanently balanced heating system, which in turn creates more evenly distributed heat across the home. Typically, this can save up to 8.8% energy use in the average home, leaving

customers content and installers without any dreaded call backs – saving time and money.

Here Ben explains why Drayton's new Auto-balancing TRVs have been nothing short of a game changer for him and his team: "I first heard about the Auto-balancing TRV on a course I did through Kimbo Betty's Heating Academy. Kimbo is a respected figure in the industry, and he knows his stuff, so I took a keen interest when he mentioned these Auto-balancing TRVs. Given that I'd heard lots about Drayton and had used its products on jobs before, I wanted to find out more.

Since then, I have been installing these Auto-balancing TRVs with impressive results. I've definitely had customer call backs, but only the kind you want! Mainly customers calling to let me know that they are noticing a significant difference in how their homes are being heated, for the better. The main piece of feedback we tend to receive following an install is about how much more evenly distributed the heating in their home is, with no more hot and cold spots.

I started installing the Auto-balancing TRVs as soon as I heard about them on my course, nine months ago, and I haven't looked back since. There is nothing on the market quite like it. When I initially quote a job and hear customers complaining about the inconsistent heating they are experiencing, I start telling them all about the Auto-balancing TRVs, and the changes they can make in terms of efficiency and cost effectiveness, which makes them an easy sell.

Many customers don't have an expert understanding of how heating works, so I take a sense of pride in guiding and educating them. It is great to get them on board with products I know will make a difference to their daily lives, especially at a time when more customers are concerned about finding efficient ways to heat their homes.

Although the cost-savings aren't often that noticeable over short periods, the difference in how houses are heated with the addition

## IMPROVING THE CUSTOMER EXPERIENCE WITH DRAYTON'S AUTO BALANCING TRVS

of Auto-balancing TRVs is instantly apparent to customers. For me, as an installer, it is also great to see how these small changes can result in the reduction of emissions and energy output. With heat distributed according to the size of the room, we can rest assured that no energy is going to waste. Therefore, for me there is no other option!"



## DRAYTON AUTO-BALANCING TRVS

Visit our YouTube channel to learn more about our auto-balancing valves, including installation and the technology behind them.



# INSTALLER SPOTLIGHT

## MEN'S HEALTH MATTERS

### CHAPS, WE GET IT, LIFE'S BUSY AND THERE'S WORK TO DO.

But have you given some time to you lately? It's never a bad time to check in and take small steps that have a positive and long-term impact on your physical and mental health. And if the thought of talking men's health in person fills you with dread, start with our bitesize tips.

#### PROTECT THOSE CROWN JEWELS

Did you know that testicular cancer rates are highest in men aged 30-34? As with most health conditions, a healthy way of life is important but early diagnosis is key, and you can detect changes that could indicate a problem yourself. Take on these tips to protect yourself from testicular cancer.

1. **Monthly check of the jewels** – It only takes a minute, and it's easiest to check for new lumps in a warm shower.
2. **Maybe something's off?** – Get a quick check from your GP, it's never worth the risk of leaving it. Professionals really have seen it all before.
3. **Men, look after the bod, and it'll look after you** – A decent diet and a dose of regular activity has been shown to protect us from cancers and other health conditions, and as a bonus it'll make you feel good.
4. **Make it normal** – Build healthy routines so that better health is never a chore, and it'll be easier to ditch unhealthy habits and spot signs of ill health that might need a check-in.

#### WHAT'S IN YOUR LUNCH BOX?

What you eat doesn't just affect the trouser measurement. Unhealthy choices can lower immunity, increase the risk of disease, make it harder to have an active life, and even damage mental health.

Filling your lunch box with nutritious nosh is one of the easiest ways to start boosting your physical and mental wellbeing, take a few of our tips to balance your diet.

1. **Plan ahead** – Prepping lunch the night before avoids a morning rush or reaching for quick, less healthy options.
2. **Go for the grain** – If using bread or wraps, opt for wholegrain to reduce sugar intake and up the nutrition.
3. **Add a lean protein** – Like grilled chicken, turkey, beans, hummus, nut, eggs, or tofu.
4. **Stay hydrated** – Instead of high calorie fizzy drinks, try adding your favourite fruit squash to fizzy water in an insulated bottle to keep it cool.

#### EASIER STEPS TO MENTAL HEALTH

Many men find talking about mental health daunting, but there are some simple and accessible ways to boost and maintain your mental wellbeing outside of talking therapies.

1. **Move your body** – Just a quick walk outside or short workout inside gets beneficial, feel-good neurotransmitters flowing, relieving stress, and boosting mood (and it's good for the bod, too).
2. **Make time for a hobby** – Indulging a passion outside of work has been shown to benefit mental wellbeing, letting you switch off from the working day and bring balance to beneficial brain chemicals.
3. **Mingle with those who make you feel good** – We're not suggesting you ditch your more negative mates forever (maybe send them tips 1-4!) but be mindful of who you spend time with. Get yourself around those who care about and support you to lift your mood.
4. **Maintain a healthy mind for a healthy body** – There's more evidence than ever that good mental health lowers the risk of physical health problems, boosts immunity, helps weight loss, and even helps protect us from cancer.

#### THE MOVEMBER FOUNDATION

What started as a chat between two mates in Melbourne, Australia, became a global, year-round movement that's changed the face of men's health. By creating events and spaces that connect men of all backgrounds using shared goals, underpinned by key messages tackling the biggest issues around men's health, Movember is helping the cause to normalise talking about wellbeing.

There's no need to wait until November, there's a full calendar of events to get involved, as well as a full package of online support and info on stress, physical health, how to have conversations around mental health, plus pro parenting advice that really works with Movember Family Man.

Visit the Movember website.



# WHAT'S THE VERDICT

## TRADIES' FAVOURITE SNACKS

Following some intensive research into what you guys love to eat for your tensies and onesies, the results are in. Drum-roll please...

**FAVOURITE SANDWICH:**  
**CHEESE & HAM (24%)**

**FAVOURITE BISCUIT:**  
**CHOCOLATE DIGESTIVE (38%)**

**WE'D LOVE TO SEE  
WHAT'S IN YOUR  
LUNCHBOX!**

Share your lunch and snacks pics on socials. Just tag us @draytonheating

### PAINFULLY BAD PLUMBING JOKE

**WHAT DID THE PLUMBER SAY TO  
HIS WIFE WHEN HE WANTED A  
DIVORCE?**

**IT'S OVERFLOW!**

Danial – The Drayton Community

We've heard some of your funny stories over the years, here's one that tickled us...

### A VERY BRITISH AFFAIR

"Got to a job, radiator in the bedroom leaking. Lovely lady customer was watching from the doorway when I had to move the wardrobe to take up the carpet. As I pulled the wardrobe sideways, a box tipped over and something hit me on the head. Looked down at the floor to find I'd just been attacked by one of the lady's more adventurous accessories. I glanced at the lady, she'd gone beet red. Before I could come up with a witty remark, she scuttled across the floor, grabbed it and shoved it in a drawer. On the way out she asked if I'd like a cup of tea. I said yes and we never spoke of it again!"

**FAVOURITE CRISPS:**  
**CHEESE & ONION (25%)**



**CRISPS ON THE SIDE?**  
**ALWAYS (50%)**

# STEP BY STEP INSTALLING THE DIGISTAT FROM DRAYTON

**THE DIGISTAT FROM DRAYTON COMBINES INSTALLERS' FAVOURITE FEATURES WITH A CONTEMPORARY NEW LOOK AND BLUETOOTH CONNECTIVITY.**



Offering customers in-home control of their heating via the Wiser Home app, making it easier than ever for users to manage their heating from their phone and reduces call-backs for installers.

Here, we look at how to install the single-channel RF901 model.

1. Begin by safely isolating the circuit that supplies the existing heating controls and boiler.
2. If the existing control utilises the industry standard backplate, for instance, the Drayton SCR, the receiver supplied in the RF901 kit can simply be swapped, without the need to alter the wiring.

3. For new installations or those that don't use the same backplate, the one supplied in the kit will need to be installed. There are five terminals across the top;

- Neutral
- Live
- Common (terminal 1)
- Normally closed (terminal 2)
- Normally open (terminal 3).

This backplate also has terminals for OpenTherm connection in the bottom left hand corner.



4. When wiring to a combi boiler, take a 3-amp fused supply to the boiler, then run a 5 core cable from the boiler to the RF901 receiver backplate.

5. If controlling using the OpenTherm protocol, connect the OT1 and OT2 terminals in the boiler to the additional OpenTherm terminal block located on the bottom of the backplate. These are not polarity sensitive.

6. If you are not using OpenTherm, the RF901 receiver will be wired for relay control by connecting the two boiler switch wires – live in and live out – to terminals 1 & 3 respectively, on the backplate.



7. The single channel receiver can then be clipped onto the backplate and the two screws tightened on the bottom edge. The circuit can now be turned back on.



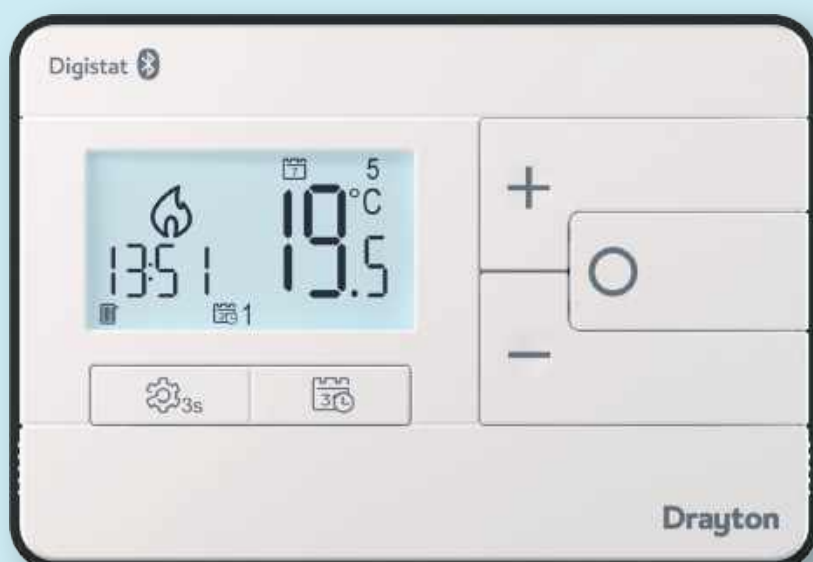
8. Once the receiver powers up, insert 2 x AA batteries into the compartment on the front of the wireless room thermostat.



9. The receiver will automatically pair with the wireless room thermostat after a few seconds and once this is done, the set point can be adjusted along with the schedules set to suit your customer's lifestyle.

10. The wireless thermostat can then either be mounted on the wall clip or the supplied desk stand can be fitted.

**For further installation and commissioning support check out our On Demand training.**



**Drayton**  
Rewards+

# **AFTER 75 YEARS WE KNOW THE VALUE OF LOYALTY.**

**WE'RE TURNING LOYALTY UP A NOTCH,  
TO GIVE YOU AND YOUR BUSINESS A BOOST.**

## **MEET DRAYTON REWARDS+**

Our new and improved loyalty programme, where valuable points are up for grabs, to spend on treats from our rewards catalogue. Think workwear, cool merch and heating products - to treat yourself, or maybe even your best customer. Whatever you decide, it's on us - just our way of saying thanks.



**JOIN US TODAY. SIGNING  
UP MAKES GOOD BUSINESS  
SENSE IN SO MANY WAYS.**

**IT'S QUICK, EASY AND,  
BEST OF ALL, TOTALLY FREE!**

But that's not all - it comes packed with perks too, like exclusive product offers, training and extended warranties, all to help you stay competitive and take your skills to the next level.

You see, at Rewards+, loyalty really does add up.

And speaking of adding up, that '+' symbol? It's not just for show. With us, it's all about more. More than just perks, more than points - it's about joining a community of installers, growing your business, and turning the heat up on your sales too. Sound good?

Signing up is the first step. From there, we'll connect you to our installer network, and help you land a spot on our installer directory, opening doors to a whole new bunch of customers.



## HOW YOUR LOYALTY ADDS UP:



### + EARN REWARDS

Claim valuable points by completing training courses and registering products with us. Then redeem them on Drayton products, workwear and merchandise available from our rewards catalogue.



### + GROW YOUR BUSINESS

We'll help you become Wiser approved, and be listed on our online installer directory, to grow your customer base and your business. You'll also have access to exclusive imagery and content to help heat up your own marketing and sales.



### + STAY COMPETITIVE

It's busy out there, so help yourself stand out by offering your customers more bang for their buck, with our exclusive 5-year extended warranties. You can treat them from time-to-time too with seasonal product offers on our heating products.



### + JOIN AN ACTIVE COMMUNITY

Grow your professional network, and career with access to exclusive industry events. Shape the future of your industry along the way by taking part in feedback forums to help with the development of our products.



### + LEVEL UP YOUR SKILLS

Expand your skills and expertise, with access to our exclusive training opportunities, plus you'll get extra points for completing the modules. Give yourself a boost and instil trust in your customers, with support from us to become an approved installer.



### + STAY UP TO DATE

Stay ahead of the curve by participating in product trials and receiving exclusive product previews and news. With us, you'll always be in the know.

# IT'S ELECTRIFYING.

## A FUTURE OF HEAT PUMPS

The impacts of climate change are here and very real, with damage being felt across the globe and often in its most vulnerable communities. Every government is acting to reduce carbon emissions, and with as much as 16%<sup>1</sup> of the UK's carbon emissions arising from domestic heating, it's a crucial source for us as a nation to tackle.

The challenge is clear – we need more electricity than ever to power our modern lives, but it needs to be green to square up to climate change and reduce its impact. Heat pumps are set to play a vital role in decarbonising our domestic heating with the phasing out of gas boilers.

### HANG ON. WHY NOT JUST USE HYDROGEN?

It's a hotly debated subject among professionals, but challenges exist with hydrogen boilers:

- Unpopular with the wider public
- Difficult to trial at a community level
- Green Hydrogen production needs electricity that's better spent on powering heat pumps.
- Disruptive safety renovations like replacement gas pipes and large ventilation holes would be needed.
- Current 'hydrogen-ready' boilers only support blend of 20% hydrogen with 80% natural gas.

### WANT TO GET TRAINED IN HEAT PUMPS?

There are many great training schemes to sign up to, many by the heat pump manufacturers themselves, so you can learn exactly how to install heat pumps model-by-model.

The Government has recently announced Heat Training Grants which make it even more affordable to get the upper hand by upskilling in heat pump installation. You can apply for grants now on the Gov.uk website.

Find out more about how to become heat pump qualified in Drayton News.



### HOW DO HEAT PUMPS WORK?

Heat pumps are powered by electricity and work by gathering, compressing, and moving heat energy from a surrounding source to indoor spaces to deliver effective heating.

Different models source heat from the air, ground or water. Air source heat pumps are the least expensive to install and best suited to most UK homes.

Heat pumps cost more to install, with a typical air source installation at around £10,000, though the BUS grant of £7,500 goes a long way to making them more affordable. However, their ability to significantly reduce carbon emissions and having greater efficiency than gas boilers mean they're a solid investment in a rapidly decarbonising world.

It's important to consider that the flow temperature in a heat pump system is lower, and a building must be well-insulated to achieve the high efficiency they're capable of.

Although electricity costs more per unit than gas, when properly installed heat pumps will usually operate at a lower cost than gas boilers.

### WHY AREN'T THERE MORE HEAT PUMPS?

Even though the Government aims to have 600,000 heat pumps installed by 2028, the UK is one of Europe's slowest adopters; a lack of heat pump trained installers being a major barrier with only 4,500 in the country last year.

It's predicted that some 33,000 professionals with heat pump training are needed to meet government installation targets. Upskilling now is the best way to take advantage of this demand and become a heat pump authority and provider in your local area, helping homeowners understand the benefits of heat pumps, the grants available, and take care of the installation to help the UK towards its net zero goals.

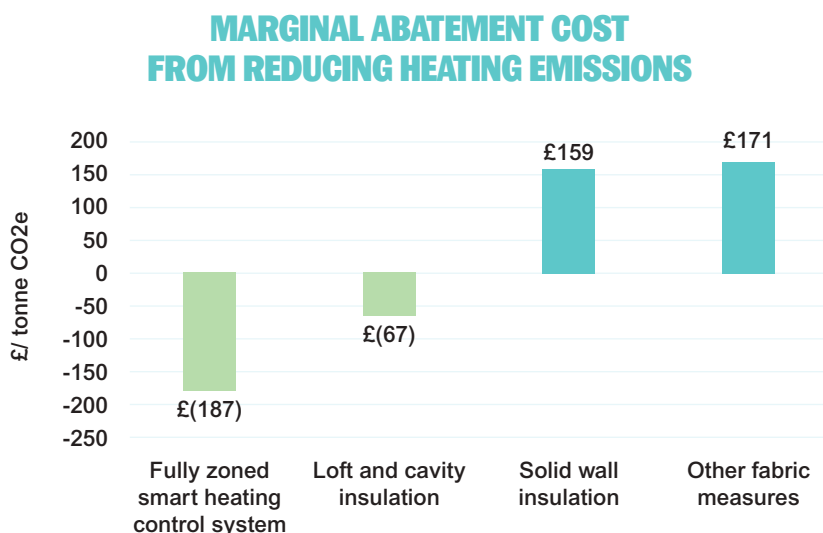
<sup>1</sup> [www.bbc.co.uk/news/science-environment-66359093](http://www.bbc.co.uk/news/science-environment-66359093)

# MACC CURVE

**HEATING CONTROLS ARE A COST EFFECTIVE RETRO-FIT: FACT**



**HEATING CONTROLS ARE, OFFICIALLY, A MORE COST-EFFECTIVE RETROFIT THAN INSULATION METHODS, IN TERMS OF REDUCING CARBON FOOTPRINTS AND LOWERING ENERGY BILLS. AND WE'VE GOT A SMASHER OF A GRAPH TO PROVE IT.**



<sup>1</sup>Assumptions: 30% average energy savings from Drayton's products; 15 year lifetime of Drayton's heating controls; Cost of Drayton's heating controls for timer, thermostat and TRVs; Average UK gas consumption for heating (source, search 'breakdown of a bill'); Average gas prices from DESNZ (source, table 1-19 (Oct 2023 version)).

## WHAT'S A MACC AND WHAT DOES IT TELL US?

This MACC (marginal abatement cost curve) that we've developed at Drayton compares the cost-efficiency of heating controls against other energy efficiency measures, like loft and cavity wall insulation, demonstrating the most cost-efficient ways that carbon emissions caused by domestic heating can be reduced.

## HOW COST-EFFECTIVE ARE HEATING CONTROLS?

Research shows that for the average UK household, a fully zoned smart heating control system can save £187 per tonne of CO<sub>2</sub>e (emitted CO<sub>2</sub>) abated<sup>1</sup>.

That's a fancy way of saying it not only reduces CO<sub>2</sub>e emissions but thanks to a short payback period it also leads to significant savings on household bills over its lifetime.

This makes a fully zoned smart heating control system one of the most cost-efficient ways to cut carbon emissions – even more cost-efficient than loft and cavity insulation, which also save money while reducing carbon emissions, just not as effectively since the installation cost is typically higher.

## WHAT MAKES A FULLY ZONED SMART HEATING CONTROL SYSTEM?

This type of system includes a timer, smart thermostat and radiator thermostats. The Wiser system combines all this plus an easy-to-use app, Smart Modes and offers complete room-by-room control, so energy

use in each room becomes tailored to suit the needs of the household.

The MACC shows that heating controls offer immediate benefits and an affordable option for reducing both energy bills for consumers and reducing carbon emissions, with additional benefits of being quick and easy to install with minimal disruption.

## THE BENEFITS OF UPGRADING TO WISER HEATING CONTROLS KEEP ON COMING:

- Customers enjoy better comfort with easy scheduling and boosting room-by-room.
- Easy installation and app setup to save you time and energy too.
- Help homeowners save up to 30% on annual energy bills.
- Fewer call-backs with easy-to-use interfaces to suit all sorts of users.
- Become your customers' go-to for all things energy efficiency.
- Be a part of helping the UK reach its Net Zero goals.
- And now... it's the most cost-effective measure to boost efficiency and reduce energy bills compared to insulation methods.

# MOTORISED VALVES

**LAUNCHED IN 1989, THE DRAYTON MOTORISED VALVE RANGE IS STILL AN INDUSTRY FAVOURITE, BACKED BY DRAYTON'S 75 YEARS OF DESIGN AND MANUFACTURING EXPERTISE. WITH 11 MILLION SOLD IN THE UK TO DATE, WHAT MAKES THIS MOTORISED VALVE RANGE STILL SO POPULAR WITH INSTALLERS AFTER 35 YEARS?**



## SNAP-ON ACTUATOR

Do you dread yet another system drain-down? Drayton's motorised valve range features a "snap-on" actuator head to save precious time and energy when fault-finding and replacing actuators. Job done.

Replacement actuators are available from Drayton stockists.

## STANDARD VALVE BODIES

Small details make a big difference, like ensuring our range includes standard valve body dimensions, so that there's no need for you to alter pipework when you install Drayton motorised valves. Now that's a time and money saver.



## STANDARD WIRING COLOURS

We want to save you the confusion, so our motorised valves have industry standard wiring colours. You'll know exactly where you are when dealing with parts from various brands.



## DRAYTON MOTORISED VALVES

Get to know our motorised valve range, with Drayton's 75 years of know-how driving the range's continuous development, solid reliability, and installer convenience.

- Our range includes 3 port diverter, 2 port, and mid position models
- Each model has 22mm or 28mm valve body variants
- All models feature replaceable snap-on actuators and motors
- Spring return
- Valve position indicators
- 100% tight shut off
- Industry standard wiring
- Industry standard dimensions
- Installation guides available online on-demand via the Drayton website

**BROWSE  
THE DRAYTON  
MOTORISED  
VALVE RANGE  
ON OUR  
WEBSITE:**



# Q&A

## YOUR QUESTIONS ANSWERED

Our dedicated technical team are on hand 7 days a week to provide support when you need it the most. Here we share answers to some of the most frequently received questions around traditional Drayton product lines as well as Wiser smart heating controls.



### DRAYTON TRADITIONAL PRODUCTS Q&A

#### How do I connect the Digistat and receiver?

1. Press and hold the signal button on the RF receiver (a single button on RF901, the left button of the RF902), until the lights are flashing green and amber, then let go.
2. Press and hold the calendar button until **Scan** appears and wait.
3. For the RF902, press the **+** button so that **DHW** appears, then press **O** to save.



#### What should I do if I have issues connecting Digistat to the Wiser Home app?

1. Open Bluetooth settings and remove/unpair Digistat from the phone if connected.
2. In the Wiser Home app, tap the **Settings** cog icon and select **Devices**.
3. Remove the device, then go to the **Account** section in **Settings**, log out then log back in.
4. Once logged in, follow the set-up instructions on the Wiser Home app as prompted.



#### How do I lock a motorised valve in the M position and replace the actuator?

1. Before the actuator can be removed from the valve body, it must be locked in the **M** position (shown as **M** on the MA1, or between **A** and **B** on the ZA3, ZA5 or ZA6).
2. On the side of the valve, push the lock lever along and in to lock it in place.
3. Press the release button to remove the actuator.
4. To fit the actuator to the valve body, make sure it's locked in the **M** position, and place it onto the valve body. Quick tip: It'll only fit on one way.
5. Slide and pull out the lock lever to allow the actuator to return to the de-energised position, either **W** or **A**.

#### What is the Set button on the Digistat+ and Digistat+ RF?

The set button is designed to let you access the preset/set back temperature. This is a lower preset temperature that allows you to turn your heating down to a desired temperature, enabled at the push of a button. When you want to return to normal temperature schedules, simply push the button again to disable.

## NEED TO GET IN TOUCH?

Call the Drayton technical team on  
**0333 6000 622**

Email [customer.care@draytoncontrols.co.uk](mailto:customer.care@draytoncontrols.co.uk)

## Wiser™

### WHAT DOES THE ROOM THERMOSTAT DO IF THERE ARE RADIATOR THERMOSTATS ON ALL RADIATORS?

The Wiser Room Thermostat isn't required for the system to function, but it is recommended to have at least one in a system as it provides a visual indication of the room temperature and current setpoint. It also improves accuracy with its own temperature sensor and acts as a central 'master' control allowing the temperatures to be boosted in that zone via the device itself.

### DOES THE USER NEED A SMART PHONE TO USE WISER?

Yes, Wiser is an app-based smart heating system and therefore requires a smart phone to set up the system and make changes to settings and schedules. The current software requirements for Apple and Android devices can be found in the relevant app store.

### DOES WISER WORK IF THE WI-FI FAILS?

If the home Wi-Fi fails all heating schedules will still run as planned with no interruption.

If the user is at home, they will still be able to access the app thanks to the local network created by the Hub<sup>®</sup>. If the user is out of the home, they will not be able to make any changes or control the heating and hot water, but schedules will continue to operate normally.



If you need support with Wiser, please visit our support hub here:

# A Wiser<sup>TM</sup> FUTURE



## PUTTING OUR ENERGY IN ALL THE RIGHT PLACES

We're driving demand for Wiser among homeowners with engaging campaigns and partnerships, find out more about how we're getting Wiser into the hearts and minds of energy conscious households across the UK.



## HELPING MORE GET WISER ABOUT WISER

Wiser has featured in more lifestyle and tech magazines this year, with 50 million online impressions from big names including Tech Radar, T3, Good Housekeeping and Devon Life.

In 2024 Wiser continued its sponsorship of Exeter Chiefs rugby team, marking our third year in partnership with this driven and successful club that knows what it takes to connect the dots and deliver top performance. Our fun and light-hearted video collaboration 'Who's Wiser?' with Director of Rugby Rob Baxter and our sponsored player Ethan Roots picked up over 100,000 views.

Having already teamed up with several popular and authoritative influencers this year, our content reached around 141,000 followers and we expect the remaining campaigns to double this figure.

We've continued to build transparent campaigns to instil trust in the Wiser brand, by connecting with Wiser customers and utilising recorded testimonials in a series of videos from real users, for real users.

## AN EVOLVING SYSTEM

### SO WHERE'S WISER NOW?

From its launch seven years ago, the Wiser Home app and connected devices have evolved to meet the growing expectations of the user in terms of functionality and experience of using connected products, expectations that will continue to grow as high-performance energy management takes centre stage in a cost-of-living crisis.



#### Underfloor Heating

One of Wiser's most notable launches was the new underfloor heating controller, allowing multiple zones of wet underfloor heating to be controlled via the Wiser Home app, benefiting mixed heating systems now commonplace in new builds and renovated properties.



#### Electrical Heat Switch

Speaking of mixed heating systems, this nifty connected device allows Wiser's smart control of electric heaters like infrared radiators, towel rails, even a single zone of electric underfloor heating when used with the remote floor temperature sensor. It also extends signal range to all Wiser devices, handy when installing in a large or thick-walled property.

*Wiser's underfloor heating controller and electrical heat switch are available now at your local merchant.*



#### Wiser Anthracite

Want to see our dark side? Wiser's anthracite thermostats are designed to complement modern interiors, suiting more of your customer base that have desires for dark décor and anthracite radiators. Whether classic white or anthracite, Wiser helps you offer your customers even more choice in its range of easy-to-install kits.



#### Continuous App Development

This year we saw two key features introduced to the Wiser Home app to improve both troubleshooting and customer experience; device signal strength allows both installers and customers to check device signal strength, making it easier to identify issues and take action where needed; and all new Dark Mode enhances the overall look and feel of the app.

## TOP FEATURES

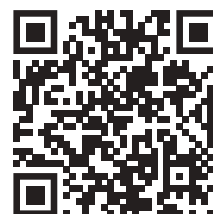
As an installer, there are key features you're looking for that makes your job easier, as well as a few that make Wiser inviting for your customer base:

- **Easy to use app** – customers can easily manage their smart heating resulting in fewer call-backs.
- **Standard UK wallplate** – for fast and easy installation that lets you get on with your day.
- **Heat pump ready** – for future-proof technology as installers upskill to fit more heat pumps
- **A best practice thermostat with multi-zoning capability** – complying with Building Regulations Part L.
- **Saves your customers 30% on bills** – helping you sway even the most stubborn of prospective customers.



## A WISER SYSTEM SAVES AROUND 30% ENERGY FACT

Your customers will thank you for helping them save a whopping 30% energy per year when you replace basic, non-multiroom heating controls with a Wiser multiroom system, as shown in our research with BEAMA in 2020. By choosing Wiser, you can give customers the upper hand in the battle against energy bills, and help the UK reach its net zero goals. Scan the QR code to watch the Introduction to the Wiser video.



## COMING SOON...

### THE ALL IN ONE SOLUTION FOR HOME AUTOMATION & EFFICIENCY



# MEET YOUR MERCHANT SALES REPS



**REBECCA MCGHEE**

**NORTH**

Hi I'm Rebecca!

I cover the North of England and Scotland and love that every day is different when I'm out and about meeting new people in the merchants. The Drayton team are such a friendly bunch!

Out of work, I am kept busy by my two children. As a family, we enjoy visiting new places and my dream is to swim with the turtles in the Seychelles.

**Favourite Drayton merch?**

Has to be the pens - who doesn't love a good pen!

**What do you do to relax?**

Read - I love thriller books!

**What song would be played on a loop in hell?**

Come on Eileen!!!! Grrrr.

**Tea or coffee?**

Tea - but has to be Yorkshire!



**NIKOLAJS KOZLOVS**

**MIDDLE**

Hi I'm Niko!

I cover Mid and North Wales, the Midlands and East of England.

In my role I love to visit branches and talk to installers to see how best Drayton can support them and make their lives easier. Outside of work, I'm a sporty and outdoorsy guy who loves the gym and staying active.

**Favourite Drayton merch?**

Gotta love a Drayton bobble hat!

**What car do you drive?**

MG HS.

**What song would be played on a loop in hell?**

Never Gonna Give You Up, 10 seconds is already too much.

**Tea or coffee?**

Coffee all the way.



**KIMBERLEY CHITOMBO**

**SOUTH**

Hi I'm Kimberly!

I cover the southern region of the UK and I'm an all-round people person.

I love going into merchants and meeting people from different backgrounds. Outside of work, I'm a huge foodie! My favourite cuisines are Chinese and Japanese. I have visited so many restaurants and I'm always open to hear peoples recommendations.

**Favourite product?**

Wiser smart heating. I'm really into technology and think it's amazing how you can control the temperatures in different zones, all from one app.

**What do you like to chat about?**

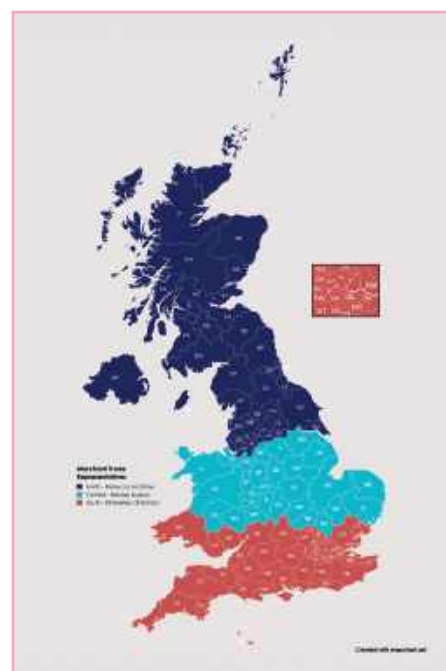
I can speak about food for hours!

**What song would be played on a loop in hell?**

Karma Chameleon - Culture Club.

**Tea or coffee?**

I love a vanilla iced latte!



# SUPPORT & RESOURCES



Kennan, Advanced Technical Support Advisor and former installer

## UK TECH SUPPORT

The tech support team in Plymouth are ready to answer your questions and support you out in the field.

## DRAYTON SUPPORT

**0333 6000 622**

Monday to Thursday: 8am - 4.30pm  
Friday: 8am - 3.30pm  
[customer.care@draytoncontrols.co.uk](mailto:customer.care@draytoncontrols.co.uk)

## WISER SUPPORT

**0333 6000 622**

Monday to Friday:  
8am - 9pm  
Weekends  
9am - 5pm  
Email:  
[customer.care@draytoncontrols.co.uk](mailto:customer.care@draytoncontrols.co.uk)

**THERE'S MORE!**

Scan for  
Wiring  
Diagrams



## TAG US ON SOCIALS

YouTube

Our YouTube channel @DraytonHeating is packed with video installation guides, training sessions, expert panels, product information and tips and tricks to make your life easier.

Scan the QR code to visit.



@DraytonHeating  
 @DraytonHeating  
 @DraytonHeating

## GET GEEKY

### THE HEATING EFFICIENCY PODCAST

A panel of heating industry experts get to grips with some of the most compelling challenges facing installers.



*"The guests on the show are some of the best guys in the business. Can't believe I didn't find it sooner!"*

*"It's genuinely a brilliant podcast. So underrated. I'm working back through them at the minute."*

- James, Twitter

Available on Spotify and Apple Music.



facebook | Learn, chat, share

### SUPPORT OTHER INSTALLERS

The Drayton Community  
– Facebook Group



UK based



Scan to join.

- + Join a group of like-minded professional installers
- + Live training events and expert panels
- + Competitions
- + **FREE** Drayton Balancing Key when you join the group

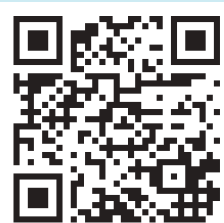


**Drayton**  
Rewards+

**AFTER 75 YEARS**

**WE KNOW THE  
VALUE OF  
LOYALTY.**

**CLAIM POINTS  
FOR ALL YOUR  
DRAYTON  
INSTALLATIONS  
AND GET FREE  
STUFF.**



**SCAN TO JOIN**



**75 YEARS OF REWARDING LOYALTY.**

**Drayton**  
by Schneider Electric