



## **Bypass Instructions tado° V3+**

To help us identify the cause of the problem, please follow these instructions to bypass your tado° V3+ device. By rewiring your tado° V3+ device to exclude it from your heating system, you help us to determine if the problem is related to tado°.

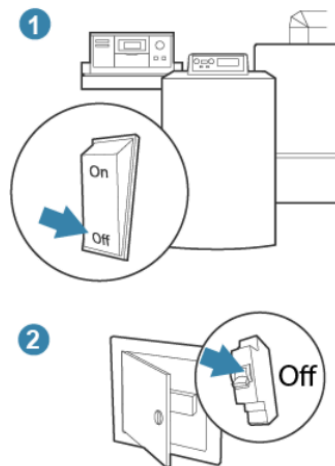
### **How to use the instructions**

To navigate this document, please avoid scrolling. Instead, use the "Next Page" and "Back" buttons to move through the instructions. This will ensure that you follow the instructions in the intended order.

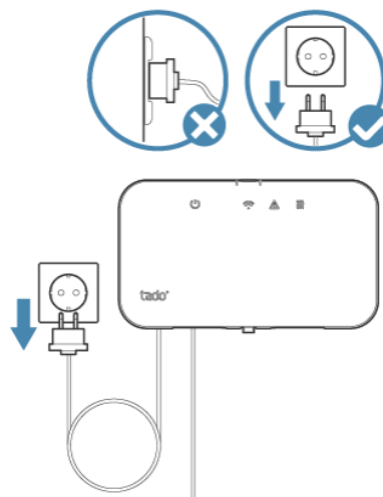
If you have any trouble following this document, please contact our support team and send them a clear photo of the wiring inside your tado° device.

# Switch off the mains power and unplug the tado° device

Make sure that the power to your heating system is turned off completely. You may need to switch off the circuit breaker and the boiler, like in this example of a generic system with a boiler and circuit breaker switch.



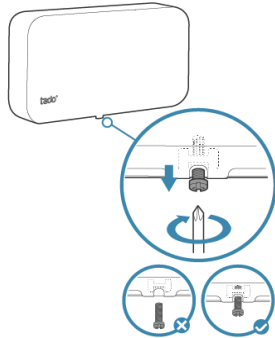
If your tado° device is connected to a power socket, make sure that you unplug it before moving on to the next step.



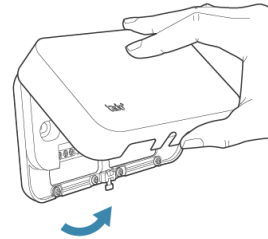
# Open your tado° device

## tado° Wireless Receiver V3+

1. Open the small screw at the bottom of the Wireless Receiver.

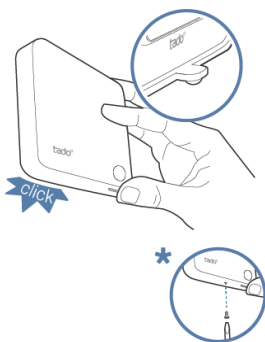


2. Remove the front cover to get access to the connection terminals.

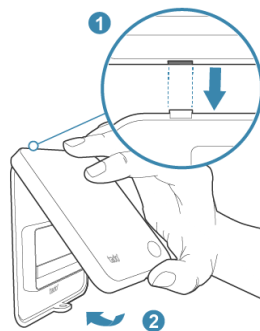


## tado° Wired Thermostat V3+

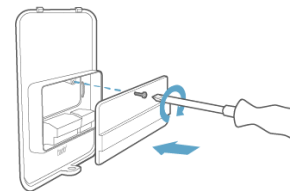
1. Pull the lower part of the front cover. The locking mechanism produces a “click” when opened. For Smart Thermostats without the automatic locking mechanism, please loosen the small screw at the bottom.



2. Lift the lid from the upper edge of the housing box.



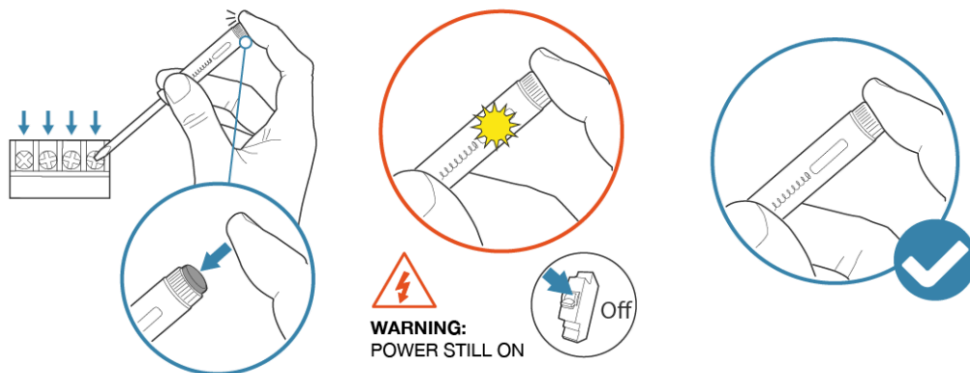
3. Loosen the security screw and unmount the terminal cover as shown in the image.




# Make sure the power is off and document the wiring of the existing setup

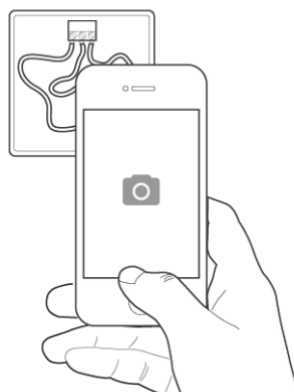
Use the voltage tester to check if there is still power going to any wiring terminal. If the voltage tester lights up at all, there is still power.

Before you continue, switch off the circuit breaker. If the voltage tester doesn't light up, then the power is off and it is safe to proceed.



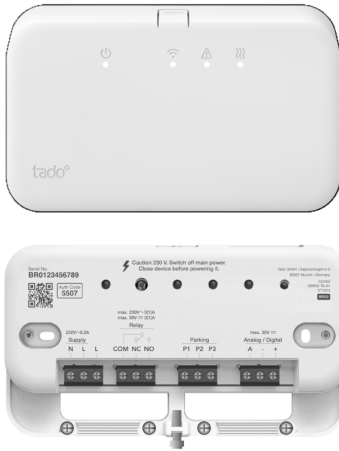
As soon as you have removed the cover of your device please take detailed photos of the existing wiring with the cables still attached. Try to ensure that the terminal numbers are legible.

 You will need these photos to restore the wiring of your existing setup after the test.



# Select the issue of your heating system

## tado° Wireless Receiver V3+ (EU version)



- [Heating always OFF](#)
- [Heating always ON](#)

## tado° Wireless Receiver (V3+) (UK version)



- [Heating always OFF](#)
- [Heating always ON](#)
- [Hot water always OFF](#)
- [Hot water always ON](#)

## tado° Wired Thermostat V3+



- [Heating always OFF](#)
- [Heating always ON](#)

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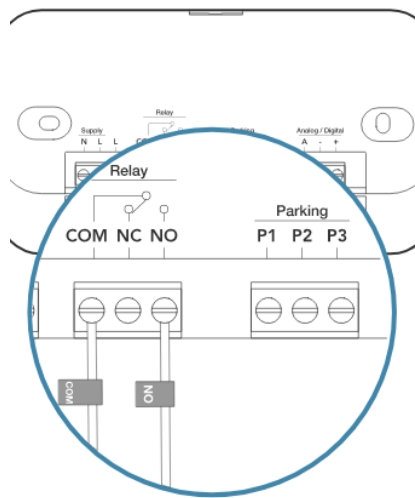
## Bypassing the tado° Wireless Receiver (EU version)

### Heating always OFF

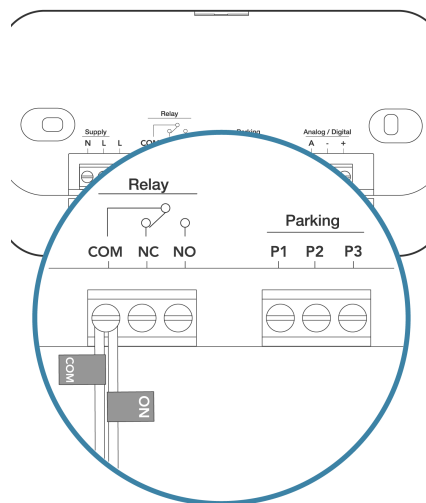


If there are cables connected to terminals **+** and **-** please **don't proceed and contact support**

Loosen the screw of the terminal labelled **NO**. Leave the remaining wires as they are.



Remove the wire from terminal **NO** and insert it into the terminal labelled **COM** in addition to the wire that is already connected there. Tighten the screw. There should now be **two** wires connected to terminal **COM**.



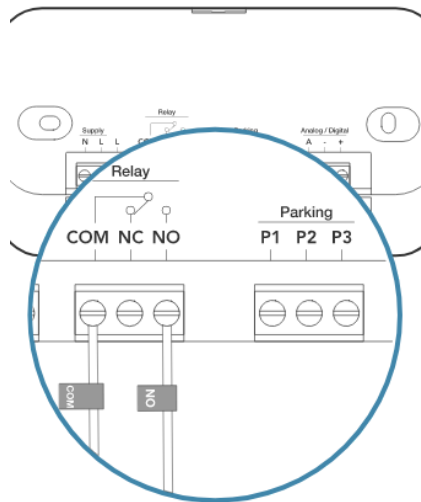
## Bypassing the tado° Wireless Receiver (EU version)

### Heating always ON

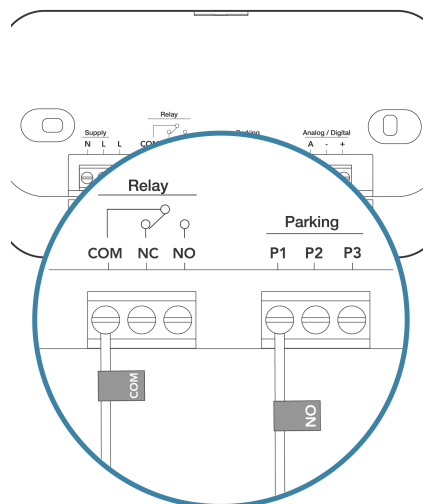


If there are cables connected to terminals **+** and **-** please **don't proceed and contact support**

Loosen the screw of the terminal labelled **NO**. Leave the remaining wires as they are.



Remove the wire from terminal **NO** and insert it into one free parking terminal (**P1**, **P2** or **P3**).



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## Bypassing the tado° Wireless Receiver (UK version)

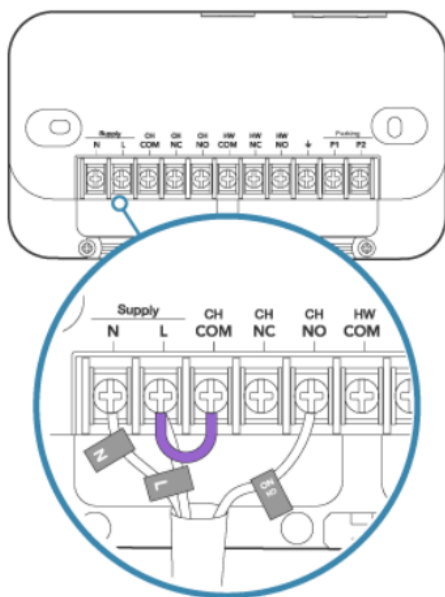
### Heating always OFF

#### Identify the wiring

Look at the wiring on your tado° receiver. Select one of the following options:

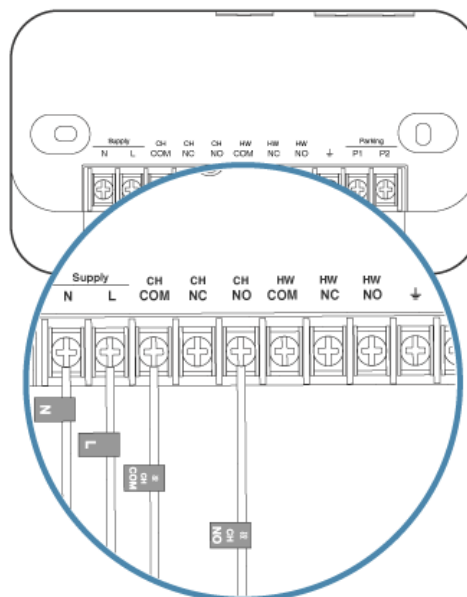
#### Switched live

A bridge cable is present between terminal **L** and **CH COM**



#### Potential free

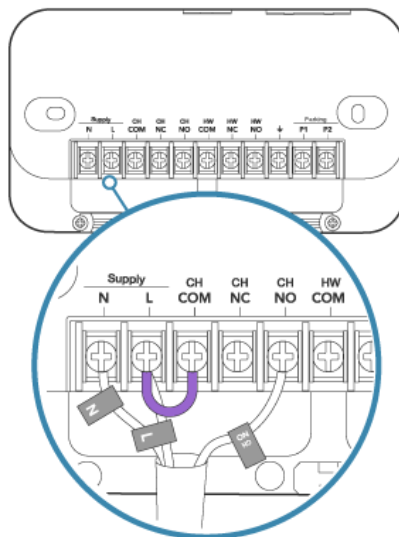
A bridge cable is **NOT** present between terminal **L** and **CH COM**



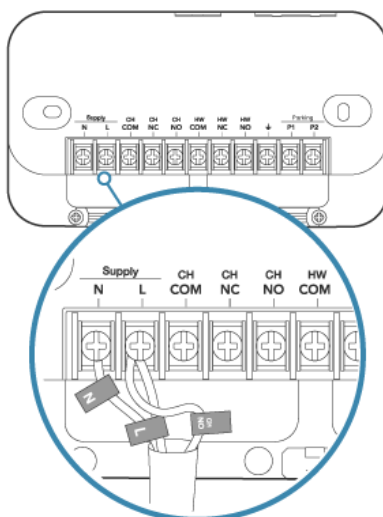


### Heating always OFF - Switched live wiring

Loosen the screw of the terminal labelled **CH NO**. Leave the remaining wires as they are.



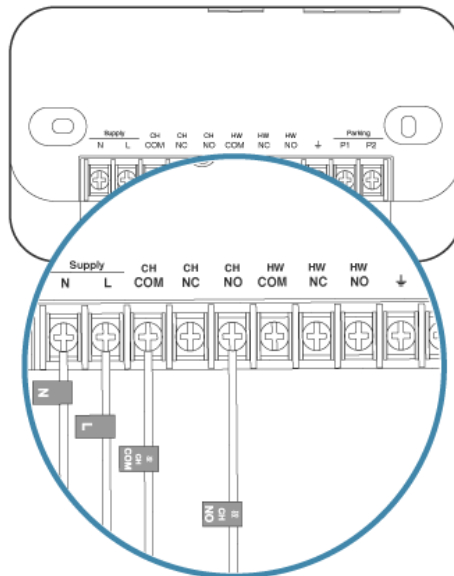
Remove the wire from terminal **CH NO** and insert it into the terminal labelled **L** in addition to the L wire that is already connected there. However, please **remove the purple bridge wire** to allow a better fit for the additional cable. Make sure to keep the bridge safe. Tighten the screw. There should now be **two** wires connected to terminal **L**.



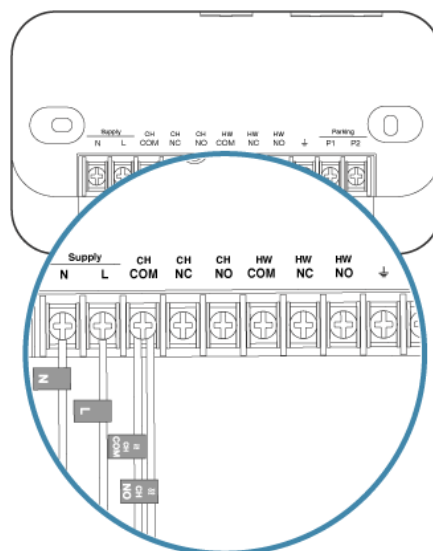
## Bypassing the tado° Wireless Receiver (UK version)

### Heating always OFF - Potential Free wiring

Loosen the screw of the terminal labelled **CH NO**. Leave the remaining wires as they are.



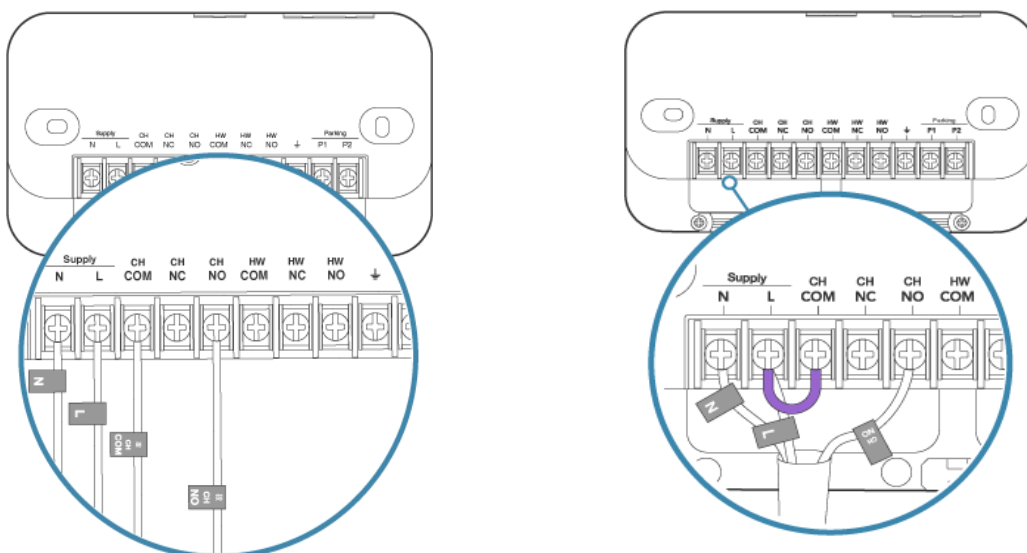
Remove the wire from terminal **CH NO** and insert it into the terminal labelled **CH COM** in addition to the wire that is already connected there. Tighten the screw. There should now be **two** wires connected to terminal **CH COM**.



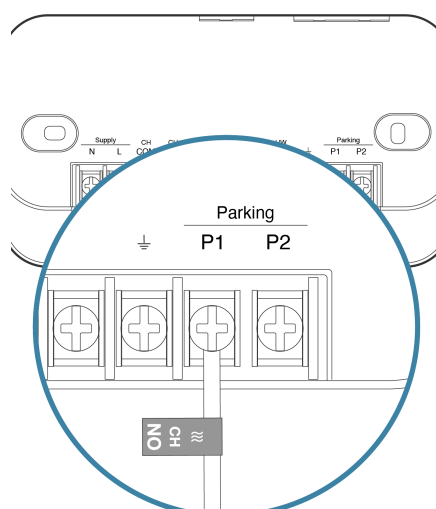
## Bypassing the tado° Wireless Receiver (UK version)

### Heating always ON

Loosen the screw of the terminal labelled **CH NO**. Leave the remaining wires as they are. If purple bridges are present, leave them in place. The pictures below are just wiring examples:



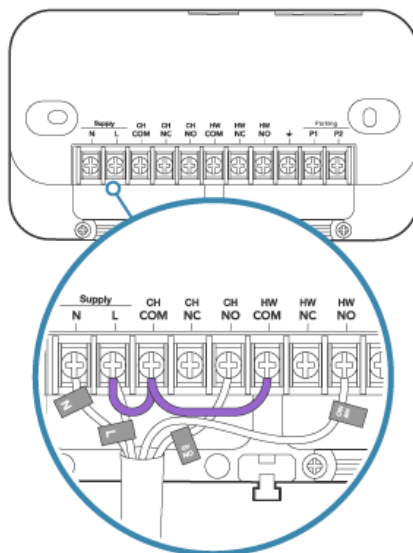
Remove the wire from terminal **CH NO** and insert it into one free parking terminals (**P1** or **P2**).



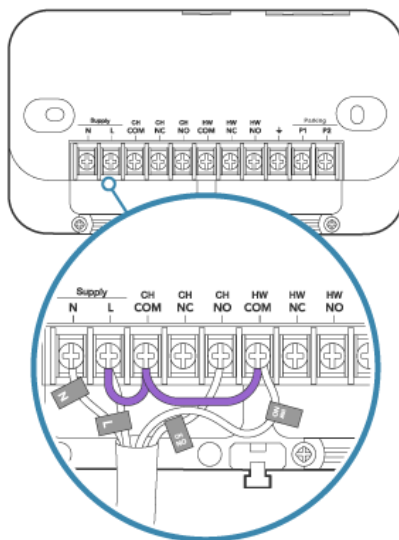
## Bypassing the tado° Wireless Receiver (UK version)

### Hot water always OFF

Loosen the screw of the terminal labelled **HW NO**. Leave the remaining wires as they are.



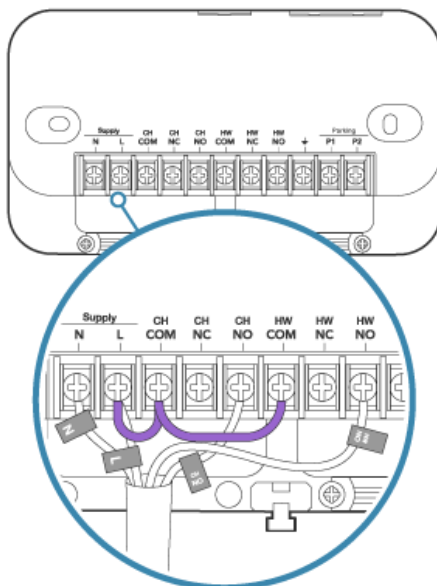
Remove the wire from terminal **HW NO** and insert it into the terminal labelled **HW COM** in addition to the purple bridge wire that is already connected there. Tighten the screw. There should now be **two** wires connected to terminal **HW COM**. Make sure that all wires are firmly connected.



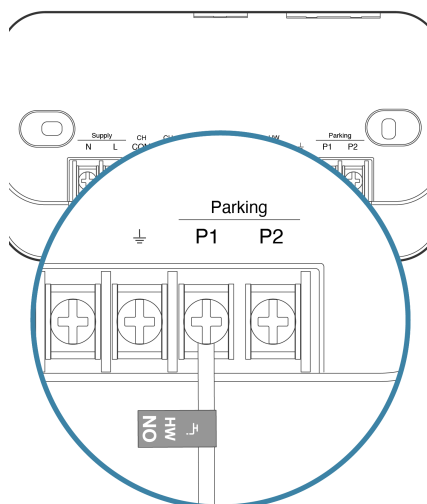
## Bypassing the tado° Wireless Receiver (UK version)

### Hot water always ON

Loosen the screw of the terminal labelled **HW NO**. Leave the remaining wires as they are.



Remove the wire from terminal **HW NO** and insert it into one free parking terminals (**P1** or **P2**).



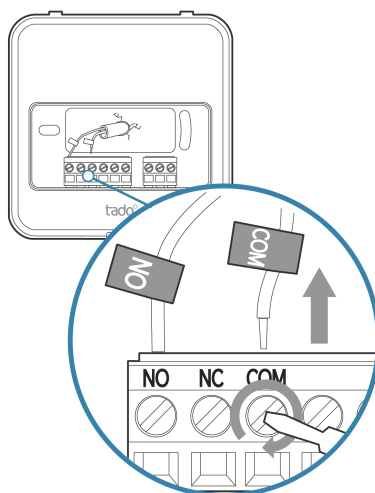
## Bypassing the tado° Wired Thermostat

### Heating always OFF

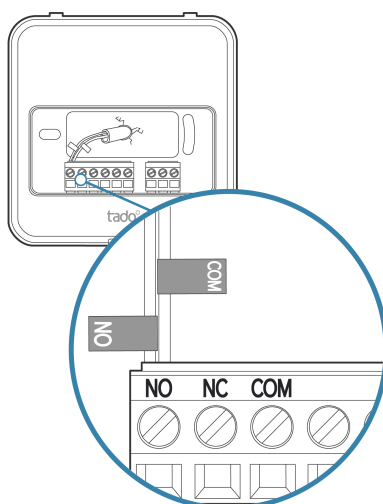


If there are cables connected to terminals + and - please **don't proceed and contact support**

Please loosen the screw of the cable connections. Remove the cable from the screw terminal labelled **COM**.



Insert the cable labelled **COM** into the screw terminal named **NO**. Tighten the screw. There should now be **two** cables connected to screw terminal **NO**. Leave the other wires untouched.



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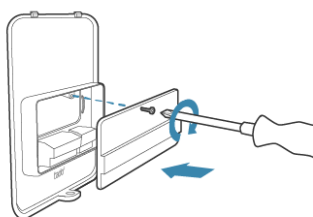
## Bypassing the tado° Wired Thermostat

### Heating always ON



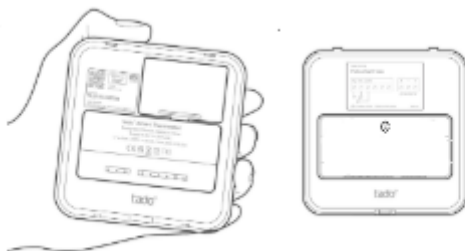
If there are cables connected to terminals + and - please **don't** proceed and contact support

Please check the wiring inside your thermostat to ensure that no wires are touching each other, as this may be causing the heating system to remain on. Then, reattach the **terminal cover** and tighten the security screw, as shown in the image below.



**Important note:** please **don't reattach the backplate** at this stage.

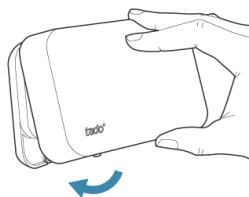
Removing the backplate of your tado° thermostat disconnects it from your heating system. The steps on the following pages have to be performed while the backplate of the tado° thermostat **remains removed**.

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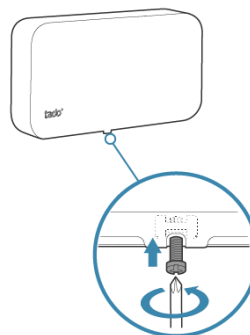
# Close your tado° device

## tado° Wireless Receiver V3+

1. Hook the front cover to the upper edge of the backplate. Push the bottom down into place.

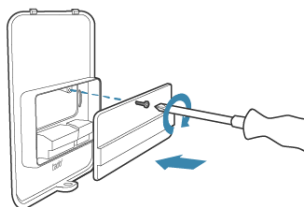


2. Tighten the small screw on the bottom edge of the tado° Wireless Receiver to firmly close it.

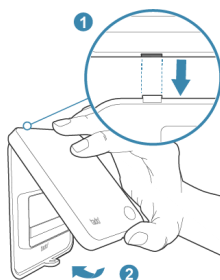


## tado° Wired Thermostat V3+

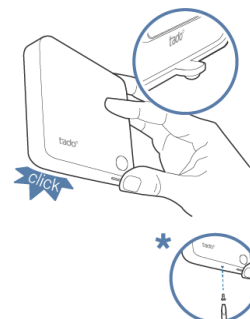
1. Mount the terminal cover and tighten the security screw as shown in the image.



2. Hook-up the lid to the upper edge of the housing box. Make sure that the two little hooks at the top are matched with the respective holes.



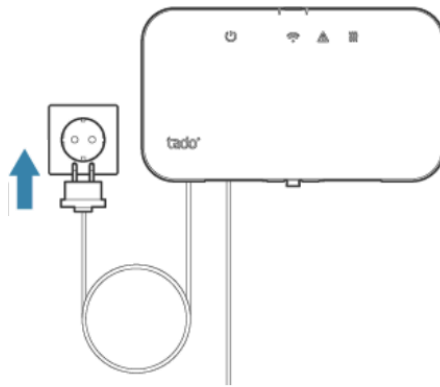
3. Push the lower part of the front cover into place. The locking mechanism produces a “click” when pushed into place. For Smart Thermostats without the automatic locking mechanism, please tighten the small screw at the bottom.



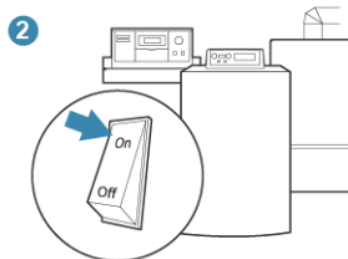


# Plug in in the tado° device and switch the mains power back on

If your tado° device was connected to a power socket, please connect the power plug to the mains socket to power tado°.



You can now turn the power back on. Please reverse the steps that you took to turn the power to the boiler off.



# Test the system

## The issue is: **Heating or Hot water always OFF:**

After the test the heating/hot water **turned ON**



Please send us **the exact time and date** when you did the test, and **a picture of the wiring inside tado°** to allow us to further investigate and determine if a replacement is necessary.

After the test the heating/hot water **remained OFF**



The problem **is not caused by tado°**, you might have to ask a heating engineer to check your system. If the heating engineer has any questions about tado°, they can find detailed information in our [Manual for Professional Installers](#).

## The issue is: **Heating or Hot water always ON:**

After the test the heating/hot water **turned OFF**



Please send us **the exact time and date** when you did the test, and **a picture of the wiring inside tado°** to allow us to further investigate and determine if a replacement is necessary.

After the test the heating/hot water **remained ON**



The problem **is not caused by tado°**, you might have to ask a heating engineer to check your system. If the heating engineer has any questions about tado°, they can find detailed information in our [Manual for Professional Installers](#).

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