



Extension Kit Bypass Instructions

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

How to use the instructions

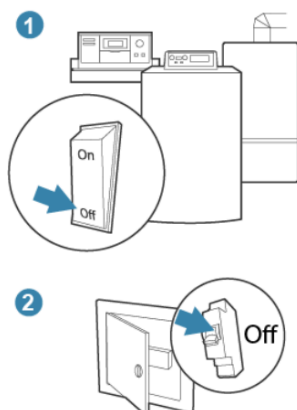
To navigate this document, please avoid scrolling. Instead, use the "Next Page" and "Back" buttons to move through the instructions. This will ensure that you follow the instructions in the intended order.

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.

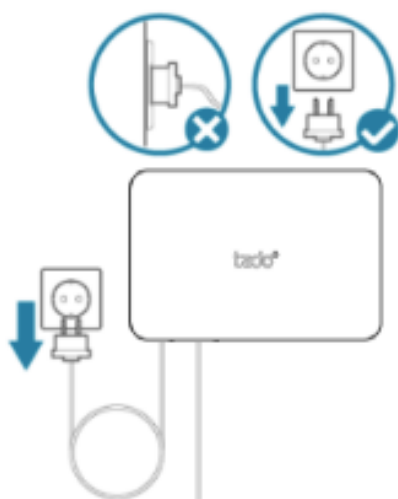
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Switch off the mains power and unplug the tado° device

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.

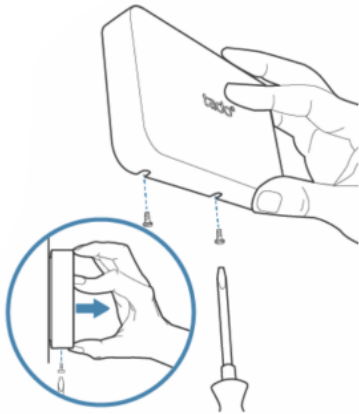


If your tado° Extension Kit is connected to a power socket, make sure that you unplug it before moving on to the next step.



Open the tado° Extension Kit

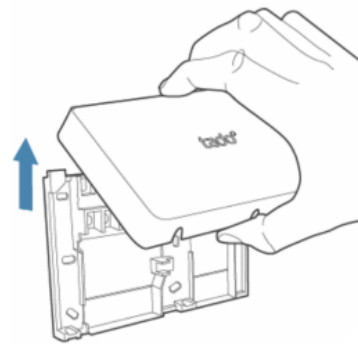
Open the two small screws at the bottom of the Extension Kit.



Click the bottom of the lid open, note that it hinges at the upper end.



Move the Extension Kit upwards to clear it from the hinges. Leave the Extension Kit untouched and **do not change the jumper position**.

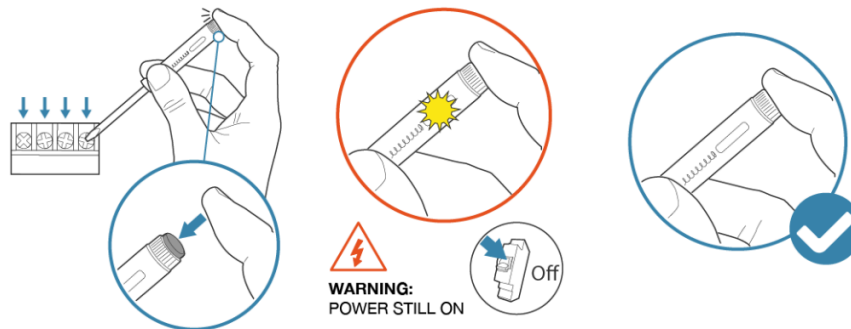


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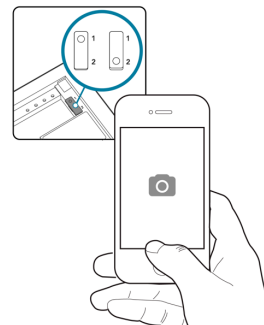
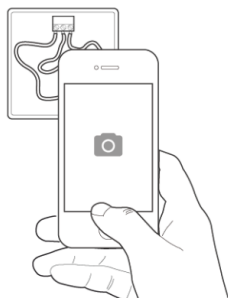
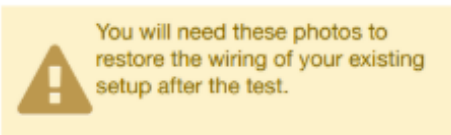
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Make sure the power is off and document the wiring of the existing setup

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. Ensure that the terminal numbers are legible. **Please make sure to take a photo of the jumper's position, and ensure that you do not lose it**, as the jumper is essential for the system to function properly.



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Select the issue of the heating system

Heating	Hot water
Heating always ON	Hot water always ON
Heating always OFF	Hot water always OFF

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Heating always OFF

Bypass the Wired Thermostat

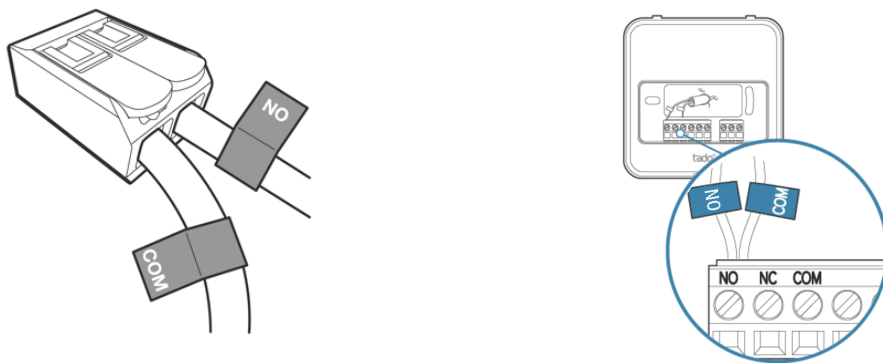
If a thermostat controls the **same heating zone/circuit** as the Extension Kit, make sure the thermostat is also bypassed.

Please open the thermostat, and 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:



Please note that the thermostat is already bypassed if the COM and NO cables are connected by a Wago connector or are placed together in the same terminal:



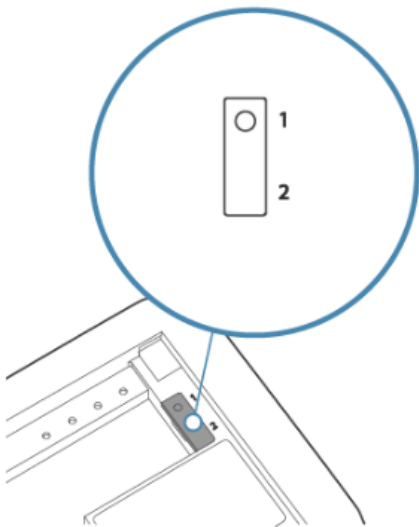
Check the Jumper position

Please take a look at the jumper position at the back of the Extension Kit front plate. Make sure not to lose the jumper, as it is essential for the system to work. Select one of the options below:

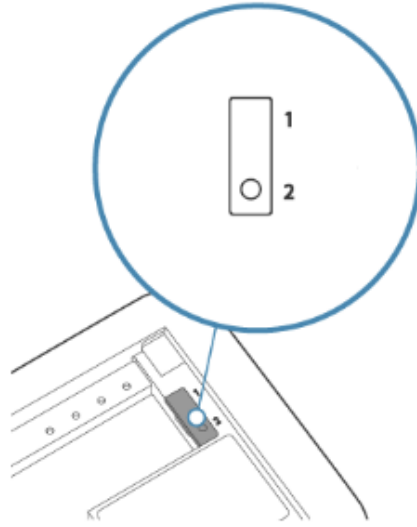


Please make sure to check the position of the jumper. This step is crucial to prevent potential damage to your heating system

Jumper position 1



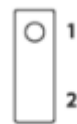
Jumper position 2



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Bypassing the tado° Extension Kit

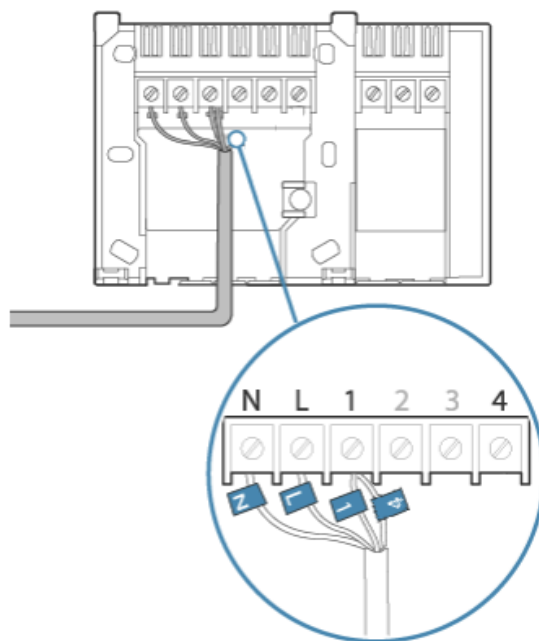
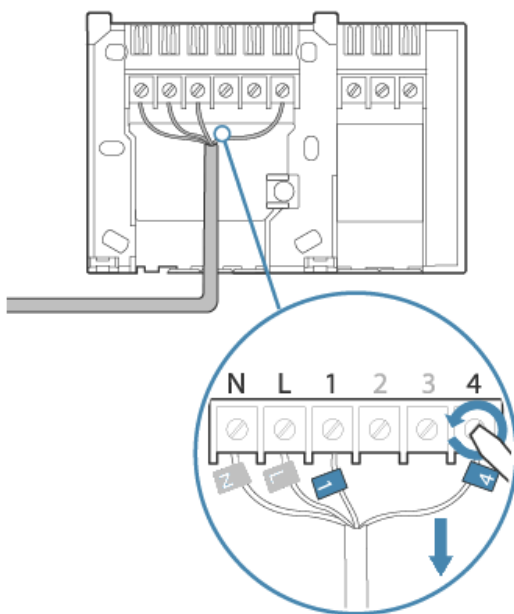
Heating always OFF - Jumper position 1



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

Please loosen the screw of the cable connections **4**.
Leave N and L untouched. Remove the cable from the screw terminal labeled **4**.

Next, connect the cable labeled **4** to the screw terminal **1**, and tighten the screw.
Two cables should be wired to terminal **1**.



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Bypassing the tado° Extension Kit

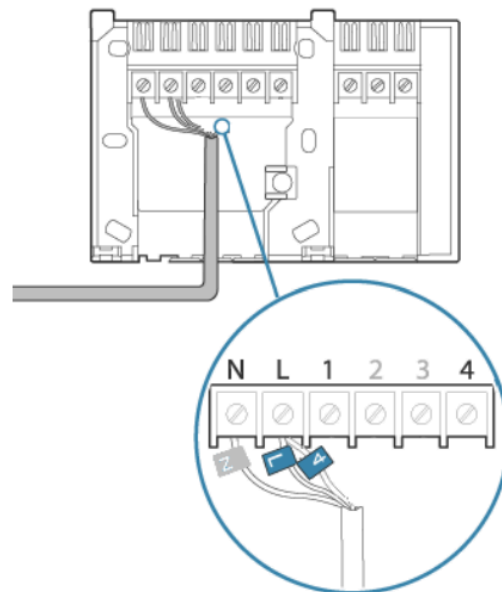
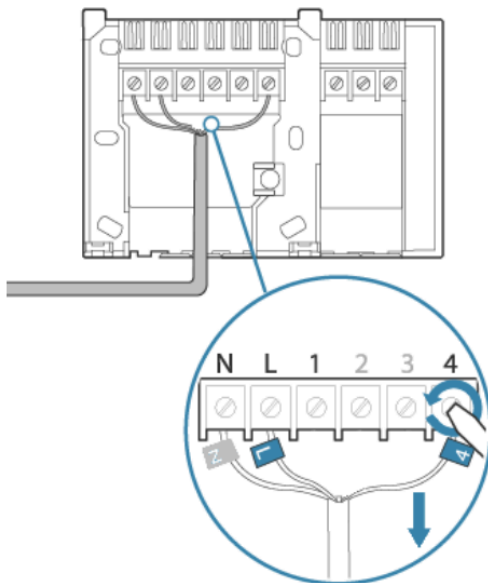
Heating always OFF - Jumper position 2



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

Please loosen the screw of the cable connections **4**.
Leave the other wires untouched.
Remove the cable from the screw terminal labeled **4**.

Next, connect the cable labeled **4** to the screw terminal **L**, and tighten the screw.
Two cables should be wired to terminal **L**.



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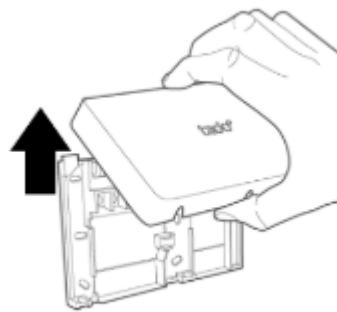
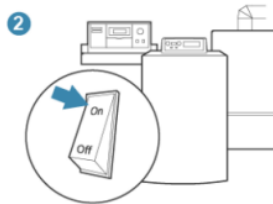
Bypassing the tado° Extension Kit

Heating always ON



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

You can now turn the power back on. Please reverse the steps that you took to turn the power to the boiler off. Make sure the Extension Kit is still detached from the backplate and it's not plugged into a power plug. Please avoid touching any wires.



Check the heating system while the Extension Kit is still detached from the backplate

If the heating turns OFF:

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

If the heating stays 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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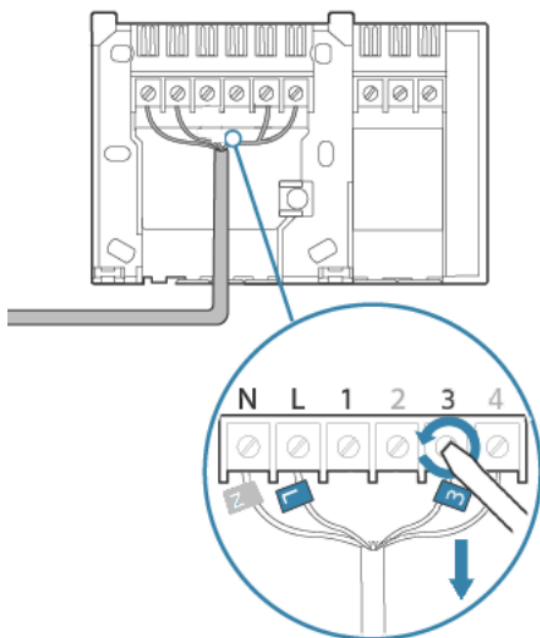
Bypassing the tado° Extension Kit

Hot water always OFF

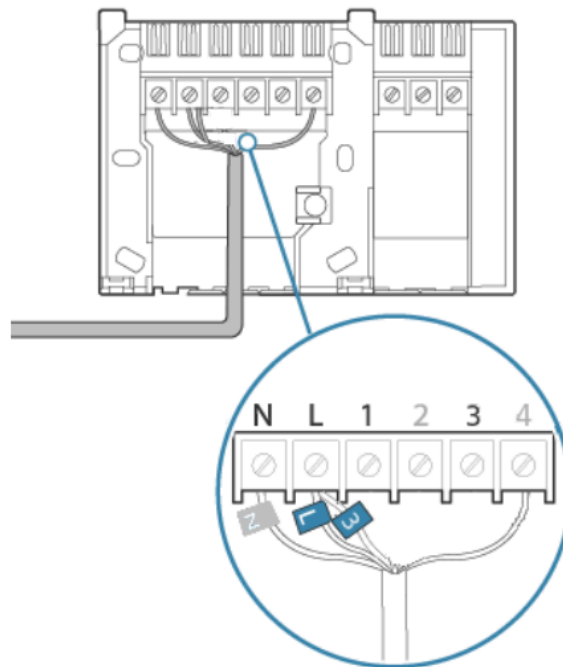


If there are cables connected to terminals **+** and **-** please **don't** proceed and contact support

Please loosen the screw of the cable connections **3**.
Leave the other wires untouched.
Remove the cable from the screw terminal labeled **3**.



Next, connect the cable labeled **3** to the screw terminal **L**, and tighten the screw.
Two cables should be wired to terminal **L**.



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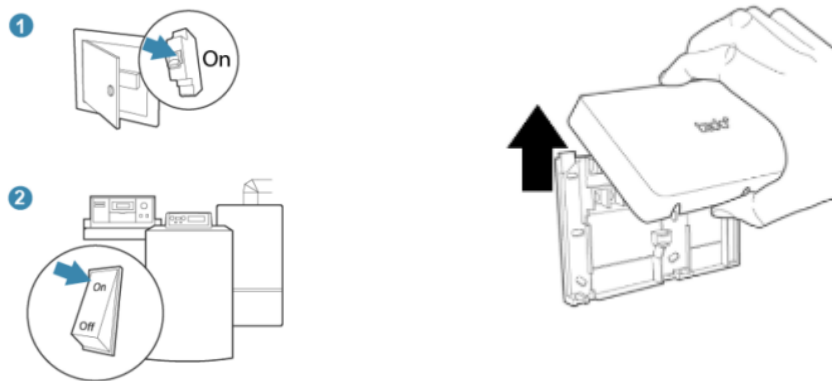
Bypassing the tado° Extension Kit

Hot water always ON



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

You can now turn the power back on. Please reverse the steps that you took to turn the power to the boiler off. Please make sure the Extension Kit is still detached from the backplate. Make sure you don't touch the wires.



Check the system while the Extension Kit is still detached from the backplate

If the hot water turns OFF:

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

If the hot water stays 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°, he can find detailed information in our [Manual for Professional Installers](#).

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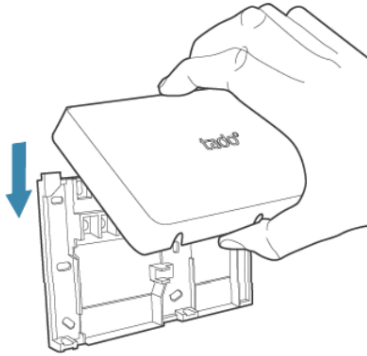
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Close the tado° Extension Kit



Please make sure to **turn the electricity OFF** again before closing the Extension Kit. This step is crucial to prevent potential damage to your heating system

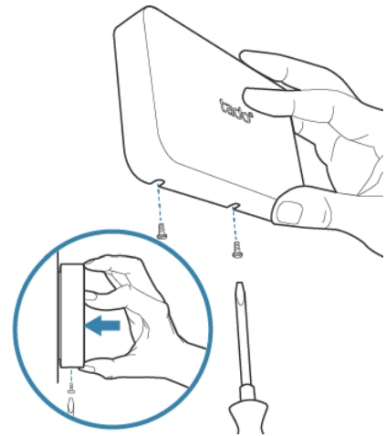
Hook-up the lid to the upper edge of the housing box.



Click the bottom of the lid into place until the lid retention mechanism locks.



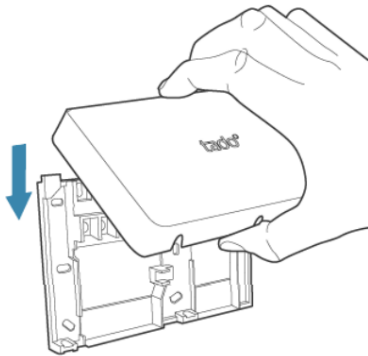
Tighten the two small screws at the bottom of the Extension Kit.



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Close the tado° Extension Kit

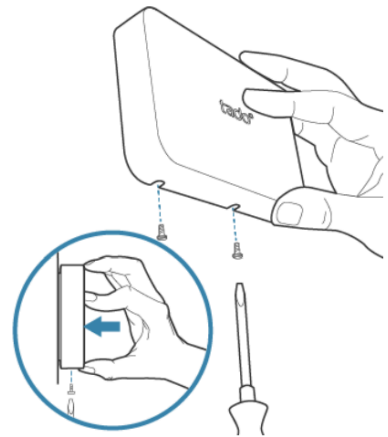
Hook-up the lid to the upper edge of the housing box.



Click the bottom of the lid into place until the lid retention mechanism locks.



Tighten the two small screws at the bottom of the Extension Kit.

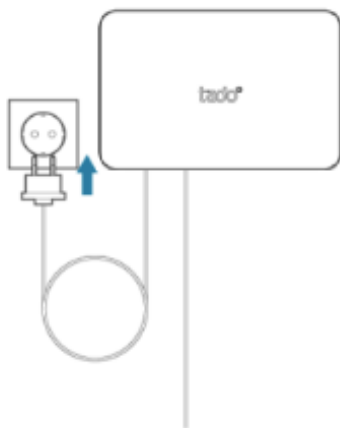


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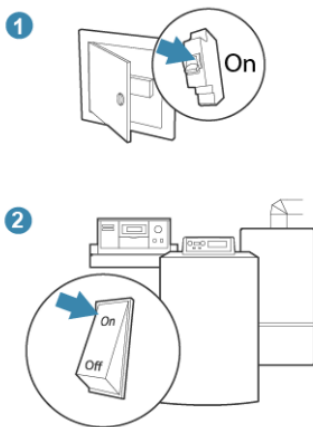
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Plug in the tado° device and switch the mains power back on

If your tado° Extension Kit 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.



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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° with the jumper visible** 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° with the jumper visible** 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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