

Bypass Instructions

tado° Wired Thermostat X (2nd gen)

To help us identify the cause of the problem, please follow these instructions to bypass your tado° Thermostat X (2nd gen). By rewiring your tado° Thermostat X (2nd gen) to exclude it from your heating system, you help us to determine if the problem is related to tado°.

How to use the instructions

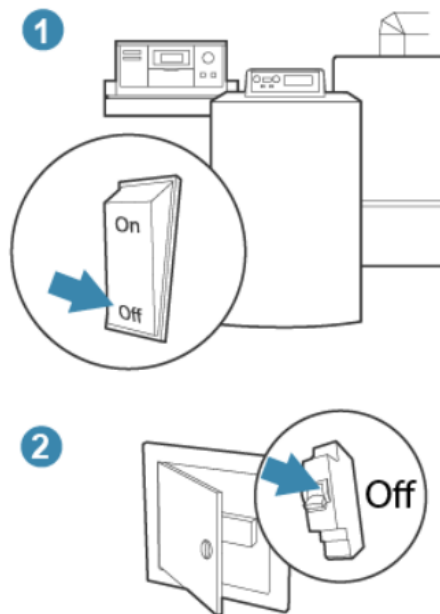
To navigate this document, please avoid scrolling.

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.



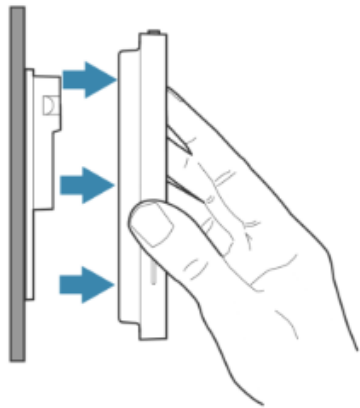
Switch off the mains power

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.

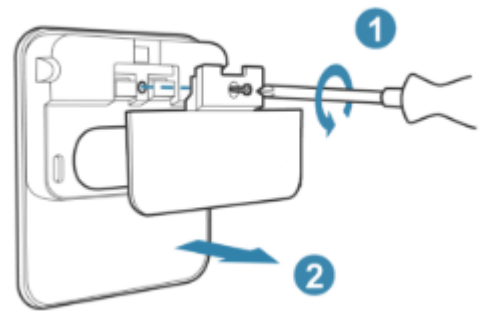


Open your tado° Wired Thermostat X (2nd gen)

1. Remove the front cover of the Wired Thermostat X (2nd gen).



2. To open the terminal cover, remove the screw as shown.

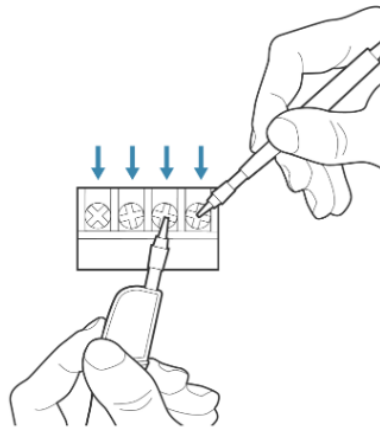
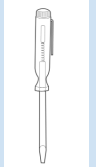


Make sure the power is off and document the wiring of the existing setup

Check all wiring terminals to make sure that the power is off, using e.g. a two-pole voltage indicator.



Please note that electrical regulations consider phase testers to be unsafe for confirming the absence of voltage because their accuracy varies based on the user's grounding and environmental conditions.



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.



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

Select the issue of your heating system



1

- [Heating always OFF](#)

2

- [Heating always ON](#)



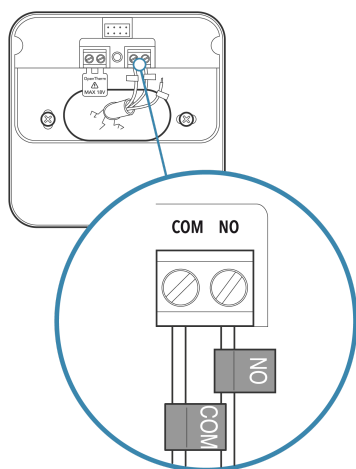
Bypass the tado° Wired Thermostat X (2nd gen)

Heating always OFF
Identify the wiring

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

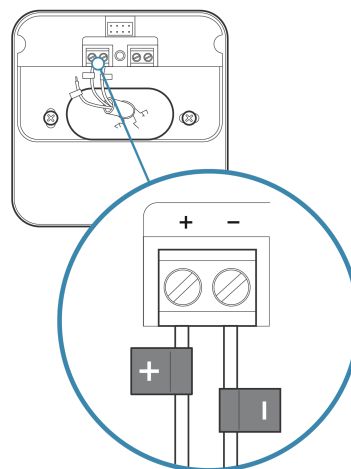
Relay

Cables are connected to terminals **COM** and **NO**.



Opentherm

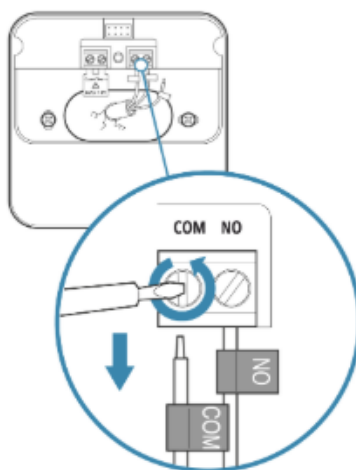
Cables are connected to terminals **+** and **-**.



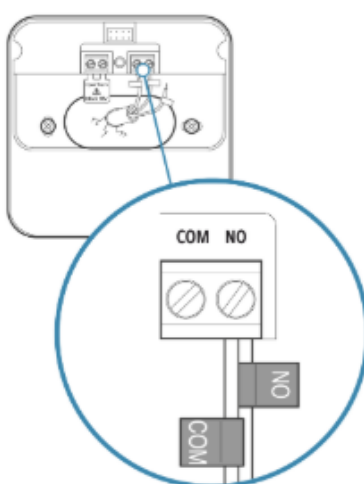
Bypass the tado° Wired Thermostat X (2nd gen)

Heating always OFF

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 the screw terminal **NO**. Leave the other wires untouched.



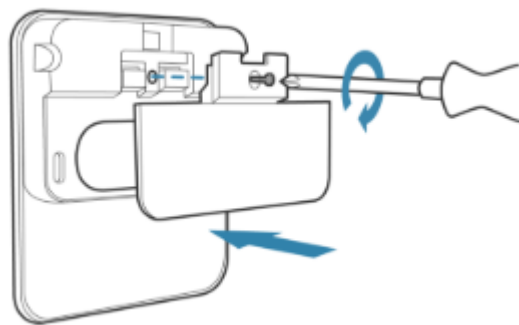
Bypass the tado° Wired Thermostat X (2nd gen)

Heating always ON

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.



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



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

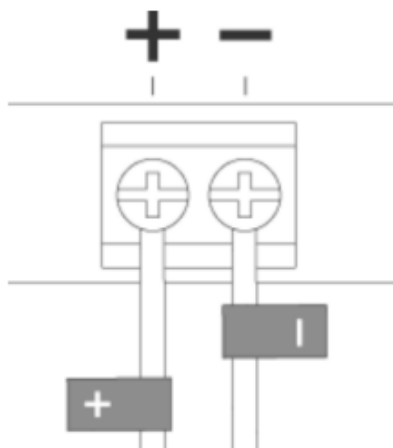
Removing the backplate of your tado° thermostat disconnects it from your heating system. The steps on the following pages have to be performed while the backplate of the tado° thermostat **remains removed**



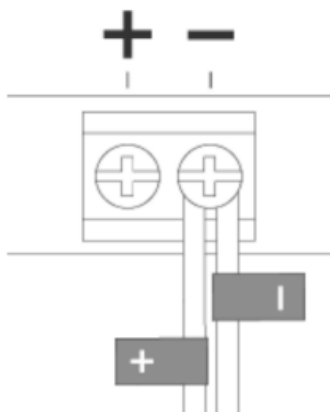
Bypass the tado° Wired Thermostat X (2nd gen)

Heating always OFF - Opentherm

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

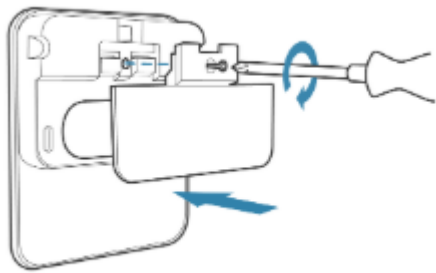


Insert the cable labelled + into the screw terminal named - . Tighten the screw. There should now be **two** cables connected to the screw terminal - . Leave the other wires untouched.

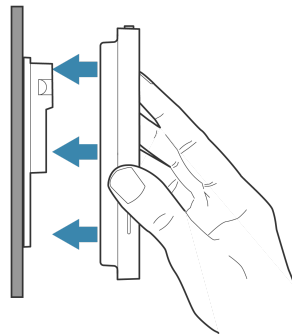


Close your tado° Wired Thermostat X (2nd gen)

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

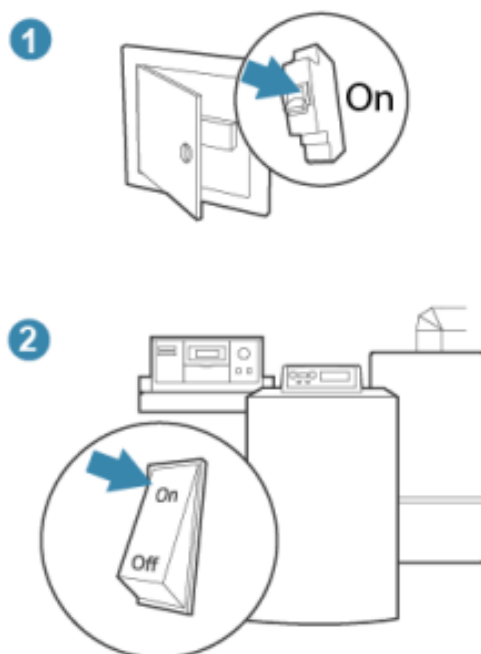


2. Put the device back on its backplate and press it into place.



Switch the mains power back on

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 always OFF

After the test the heating
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
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 always ON

After the test the heating
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
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](#).

