**CARINI – Installation, Connection & Troubleshooting**

**1: I can't complete the initial pairing**
1.1. For the initial pairing, make sure you are close to the thermostat.
1.2. Ensure Bluetooth is enabled on your smartphone.
1.3. Check if your smartphone is connected to the 2.4 GHz Wi-Fi network you want to connect the thermostat to.
1.4. Make sure the thermostat is connected to the power supply and is booting up.
1.5. Reset the Wi-Fi module on the thermostat by holding the ‘+’ button for 6 seconds.

**2: The thermostat randomly loses connection to the network**
2.1. If the thermostat is currently unavailable in the app, unplug it for 10 seconds and plug it back in. It should reconnect automatically.
2.2. Go to the thermostat control panel in the app.
2.3. Open the settings window via the icon in the top right corner.
2.4. Scroll down and tap ‘Remove Device’.
2.5. Select "Remove and Clear Data".
2.6. Pair the thermostat with the app again.
2.7. Stay close to the thermostat and refresh your phone’s Wi-Fi connection.
2.8. Go to settings again via the icon in the top right corner.
2.9. Select ‘Check Network’ and review the "Signal Strength" parameter:
• -30 dBm to -50 dBm – very strong signal
• -50 dBm to -60 dBm – good signal
• -60 dBm to -70 dBm – average signal, may cause minor delays
• -70 dBm to -80 dBm – weak signal, possible connection issues
• Over -80 dBm – very weak signal, difficult to maintain stable connection
2.10. If the signal strength is outside the -30 dBm to -70 dBm range, a Wi-Fi range extender is recommended.

**3: The thermostat regularly (e.g., every 7 days) loses connection**
3.1. Check if the ‘DHCP server’ option is enabled on your router.
3.2. If enabled, open the Smart Life app, go to the thermostat panel, and open the settings menu. Select ‘Device Information’ and note the MAC address.
3.3. In your router, set up an IP address reservation for the thermostat using the MAC address.

**4: I no longer have access to my account or the network the thermostat is connected to**
4.1. Reset the Wi-Fi module by holding the ‘+’ button for 6 seconds.
4.2. The thermostat should become visible again in the Smart Life / Tuya Smart app.
4.3. If not, unplug the thermostat for 10 seconds and try resetting again.

**5: The thermostat is stuck in schedule mode and has no network connection**
5.1. Unplug the thermostat for 10 seconds and plug it back in to restore the connection.
5.2. Press and hold the power button for 5 seconds to manually disable schedule mode and regain manual control.

**6: What wireless communication does the thermostat use?**
6.1. The thermostat features Bluetooth and 2.4 GHz Wi-Fi. Bluetooth is used for initial pairing, Wi-Fi for app communication.

**7: How do I reset the Wi-Fi module of the thermostat?**
7.1. Hold the ‘+’ button for 6 seconds.

**8: Which Wi-Fi band does the thermostat use?**
8.1. The thermostat operates on the 2.4 GHz band.

**9: How do I share access to the thermostat with other household members?**
9.1. Go to the thermostat control panel in the app.
9.2. Open the settings window via the top right icon.
9.3. Tap the pencil icon.
9.4. Tap "Share Device".
9.5. Go to “Share with others”.
9.6. Tap “…more” to send via WhatsApp.
9.7. The invited person can open the link.
9.8. Follow the on-screen instructions.

**10: I can't save the schedule**
10.1. Go to the thermostat control panel in the app.
10.2. Open the settings via the icon in the top right corner.
10.3. Scroll down and tap ‘Remove Device’, then choose "Remove and Clear Data".
10.4. Unplug the device for 10 seconds, then plug it back in.
10.5. Reconnect the thermostat with the app.

**11: How do I delete a saved schedule?**
11.1. Open the thermostat in the app.
11.2. Open the extra functions menu and select the correct schedule.
11.3. Select the time slot you want to delete.
11.4. Tap "Delete".

**12: How do I check the thermostat’s energy consumption?**
12.1. Open the control panel in the app.
12.2. Go to the extra functions menu.
12.3. Ensure the ‘Energy price [per kWh]’ and ‘Device power’ fields are filled in correctly. The device’s power rating is listed on the back of the thermostat. This may differ from the radiator's total wattage. It is recommended to use a lower wattage thermostat than the radiator’s total wattage for gradual and efficient heating. The total wattage depends on the surface area and material of the radiator.
12.4. Energy usage is displayed under "Energy Consumption Cost".
12.5. If desired, you can reset the consumption data via "Reset Energy Consumption".

**13: The thermostat doesn’t heat**
13.1. The thermal fuse may have blown. In that case, the device should be inspected. Contact your dealer.
13.2. Possible causes:
• The thermostat was turned on outside the heating system
• The system temperature exceeds 82°C

**14: I hear noises coming from the radiator**
14.1. Check if the air vent valve is properly closed.
14.2. Check if the radiator has been properly bled.
14.3. More information on bleeding: <https://www.sanicare.nl/faq/>

**15: The thermostat causes a short circuit or trips the power**
15.1. Unplug the thermostat.
15.2. Check if the controller can make only one full rotation relative to the heating element. If not, the rotation limiter may be damaged – this is not covered by warranty.

**16: Can the thermostat be installed horizontally?**
16.1. No, the thermostat should not be installed horizontally.

**17: Can I cut off the plug without voiding the warranty?**
17.1. Any modification to the device, including the cable or plug, voids all warranty.

**18: What do the colored LEDs on the thermostat mean?**
18.1. Refer to the manual included with the device for explanations of the LED indicators.

**19: Where can I find the manual online?**
19.1. <https://www.sanicare.nl/handleidingen/>

**20: How do I disable ‘Offline Notifications’?**
20.1. Turn the thermostat off and on again using the power button.