



## Technical Guide

2018

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## About Us

HeatLink is a multi-system supplier of potable water and radiant hydronic heating/cooling and snow melt systems that began as a family-owned business servicing a number of industries, including HVAC.

The company grew to meet the needs of builders, contractors, and architects, and began designing and installing radiant heating systems in 1985. Since then HeatLink has grown into an industry leading manufacturer of radiant heating, cooling, and potable water systems for residential and commercial applications throughout the world.

HeatLink's radiant heating systems create a comfortable and energy efficient environment for living, while our snow melt systems create safer public and private spaces that reduce liability for property owners, reduce maintenance, and ensure accessibility. Our well engineered plumbing systems provide peace of mind for property owners through extensive warranty protection, and enable quick and efficient installations for builders and contractors.

HeatLink has developed and manufactured many industry firsts, such as the "TwistSeal" tool-less manifold in 1996. The company began manufacturing PEX-a tubing in 1998, and now supplies the highest quality PEX-a systems to customers throughout North America, and parts of Europe and Asia.

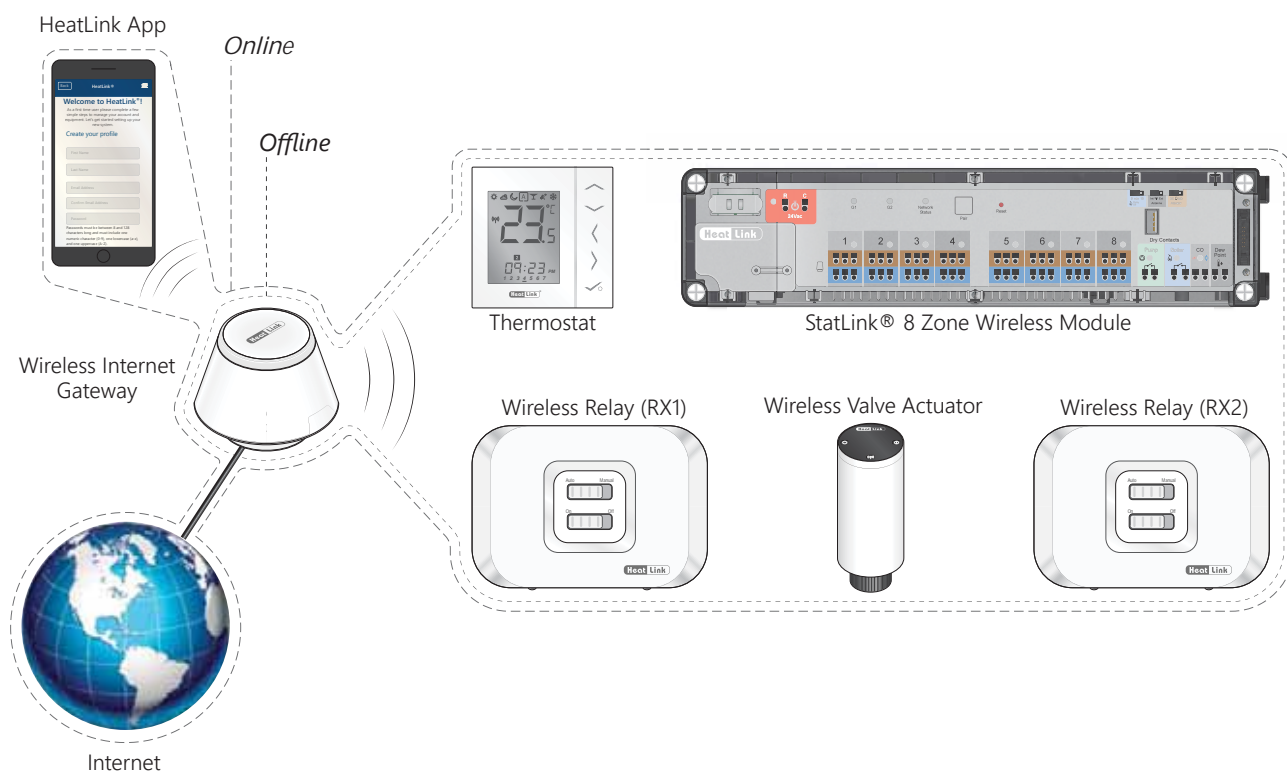
HeatLink works with a network of experienced and successful partner agencies to meet the design, system installation, and training needs of the construction industry, designers, and architects.

HeatLink was built on a strong family work ethic and value system that remains the foundation for our continuing growth and industry leadership role.

## HeatLink Wireless System

The HeatLink Wireless System uses the Zigbee protocol (see [www.zigbee.org](http://www.zigbee.org) for more information) to connect all devices on a contained network, allowing them to communicate easily and securely without the need for an internet connection (Offline).

Connecting the system to the internet (Online) allows the HeatLink app to monitor and adjust your system from anywhere in the world (after the initial setup is complete, see page xx). Even in an Online System the devices communicate with each other via the Zigbee network, and will continue to function as per your settings if the internet connection is severed.

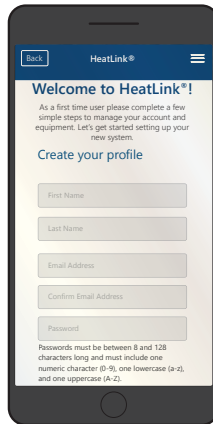


## HeatLink App

If using a system connected to the internet, you can download the HeatLink® app from Google Play or the App Store.



In order to use the app you must first create a profile. Follow the in-app instructions to set up your profile, then proceed to "Wireless Internet Wireless Internet Gateway Pairing" on page 18.



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## Device Installation

All components should be installed in their final operating location, if possible, before pairing with the wireless system. If the final operating location is unsuitable for the pairing process due to RF signals or other factors, the device(s) may need to be located in a common location for pairing.

Please follow these instructions when installing your system components; the installation process for all wireless components is the same regardless of system configuration.

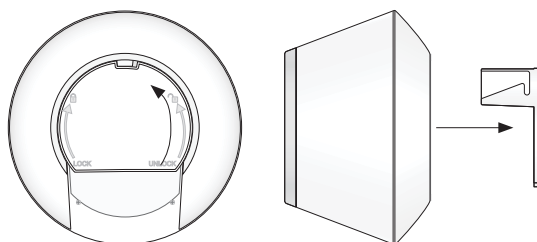
Turn to when finished for system pairing instructions.

### Installation - Wireless Internet Wireless Internet Gateway

The Wireless Internet Wireless Internet Gateway should be installed in a location free from radio signal interference, close to a 120V plug and your internet router (Online installations).

**Step 1** Refer to the booklet included with your wireless gateway to confirm all included parts are present.

**Step 2** Remove the port cover from the bottom of the Wireless Internet Gateway by twisting it ~¼"

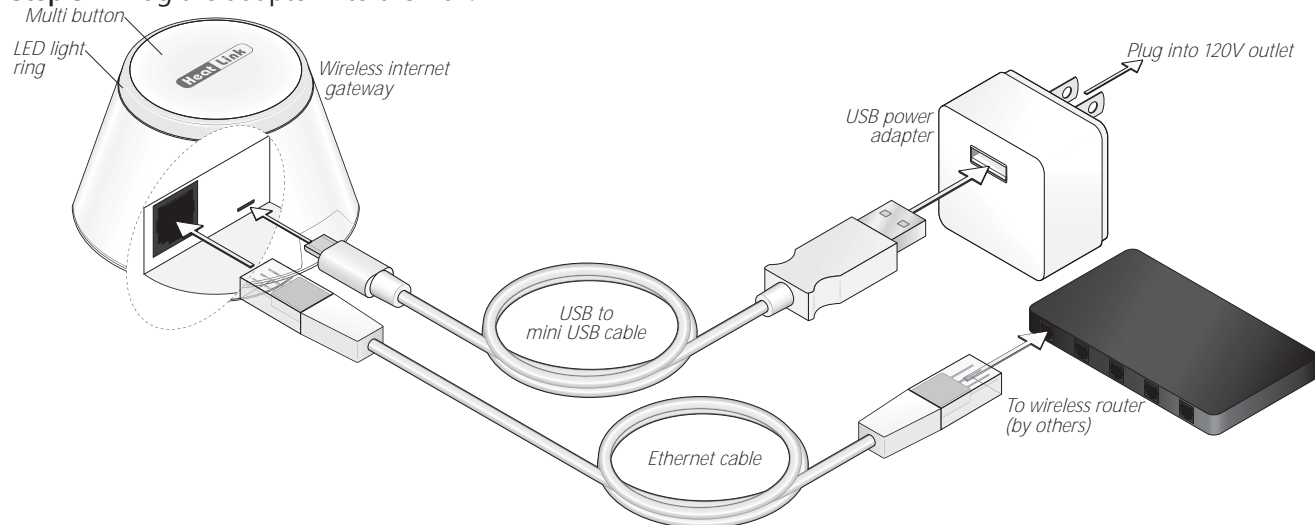


counter-clockwise.

**Step 3** If connecting to the internet and app, attach the Ethernet network cable to the gateway, then to your router.

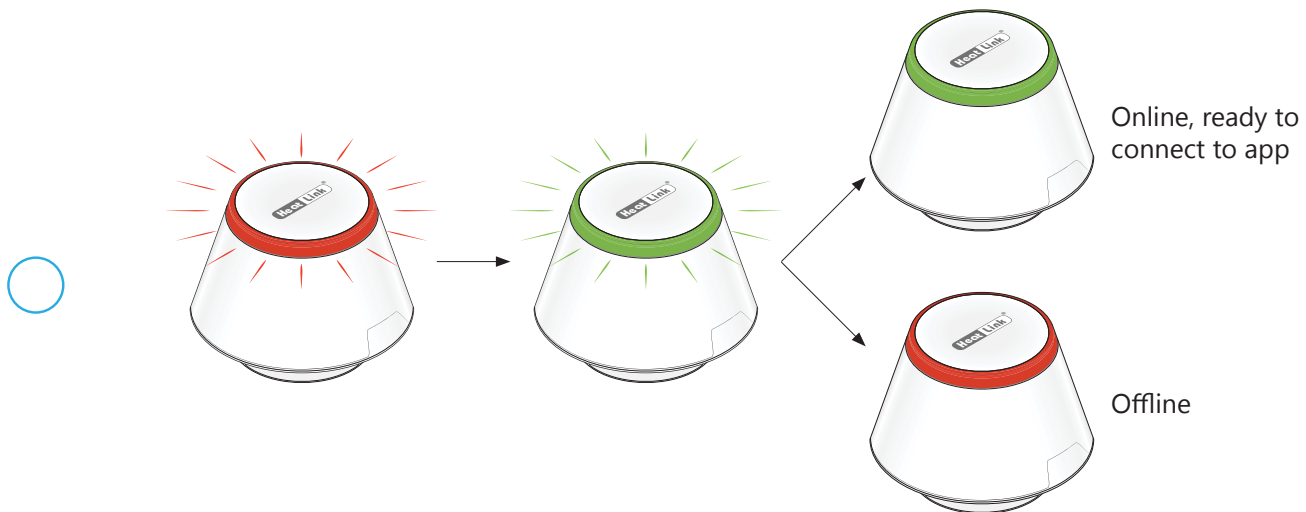
**Step 4** Plug Mini USB into the gateway, then plug the USB into the plug adapter.

**Step 5** Plug the adapter into the wall.



Component Installation

**Step 6** Replace the port cover.

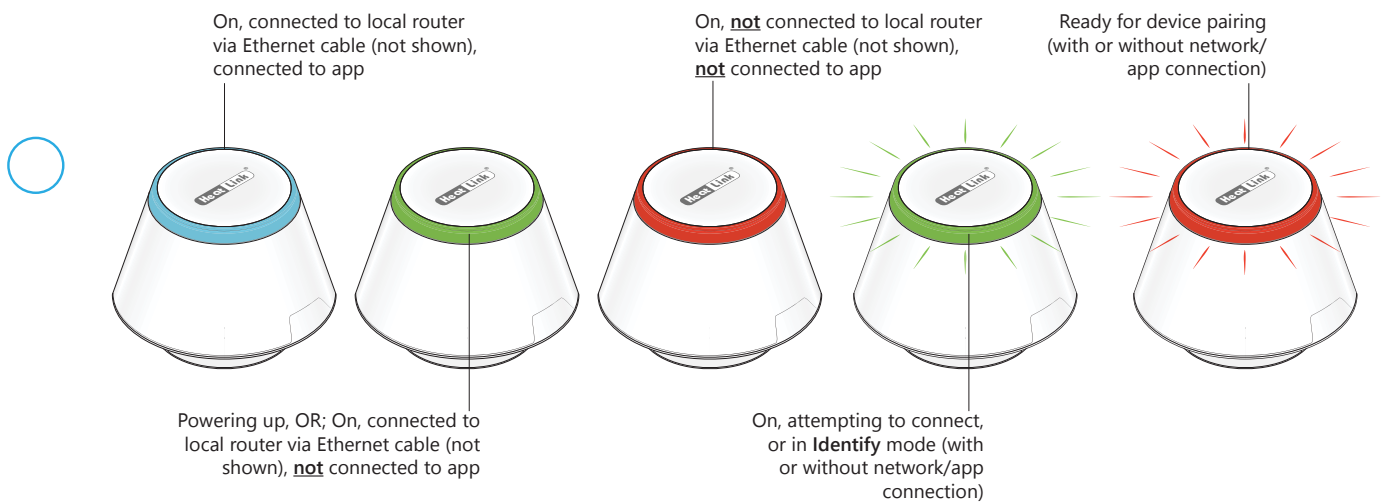


**Step 7** Once plugged in, the Wireless Internet Gateway LED light ring will flash red then green, then go either solid green (Online - connected to the internet) or solid red (Offline - not connected to the internet).

**Step 8** If the gateway does not connect, see Troubleshooting Your Wireless Internet Gateway on page xx.

See "Online System Setup - Wireless Internet Gateway & App" on page 16

#### LED Indications



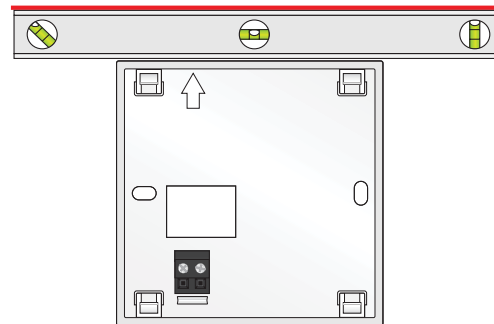
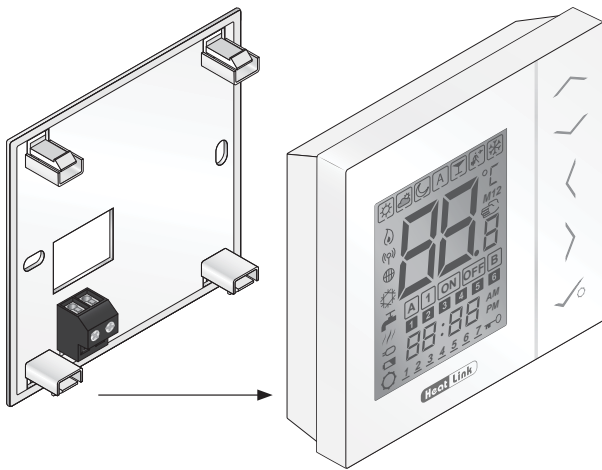
## Installation - Wireless Digital Thermostat

For best operation, the wireless thermostat should be installed in a draft-free area of the room, 4-5' from the floor, and away from direct sunlight, vents, radiators or other heat sources, or in high humidity areas.

**Step 1** Ensure that all necessary parts are included with the thermostat.

**Step 2** Remove the back mounting plate by pulling from the bottom, and out.

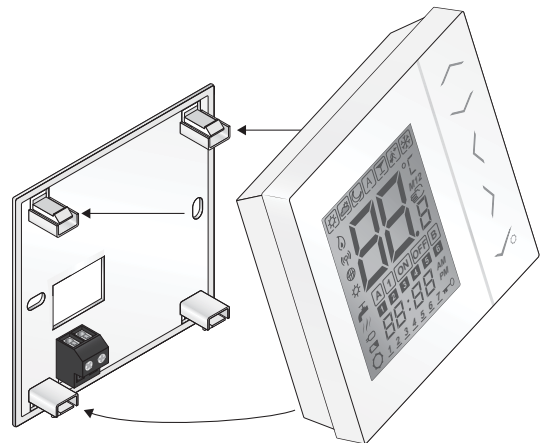
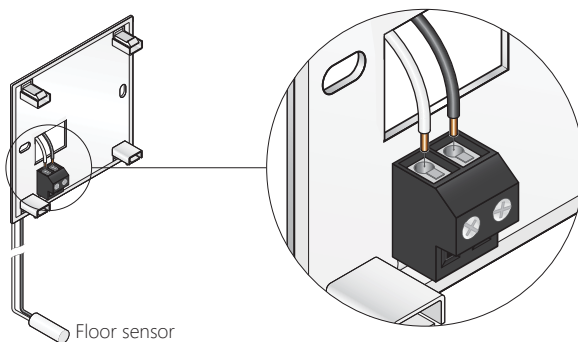
**Step 3** Attach the mounting plate to the desired spot on the wall using the included screws, ensuring it is level.



**Step 4** If using a floor sensor (sold separately) wire it into the terminal block on the mounting plate.

**Step 5** Place the batteries into the thermostat.

**Step 6** Replace the thermostat onto the backplate, hinging from the top.

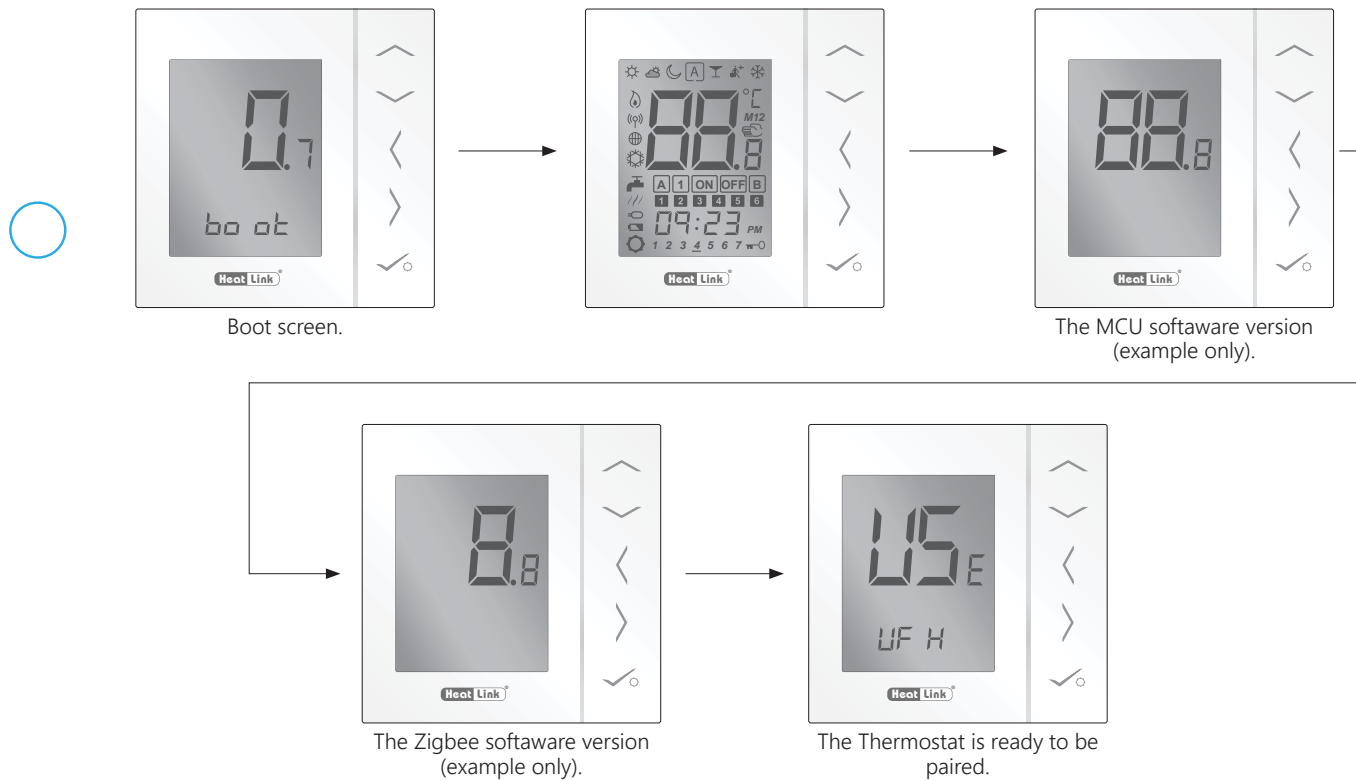


**Step 7** See "Device Pairing & System Set Up" on page 16



## Thermostat Power Up Sequence

When the thermostat is first powered up, it will run through the following start up sequence that must complete before you are able to pair it with your gateway and devices.



## Installation - StatLink® 8 Zone Wireless Module

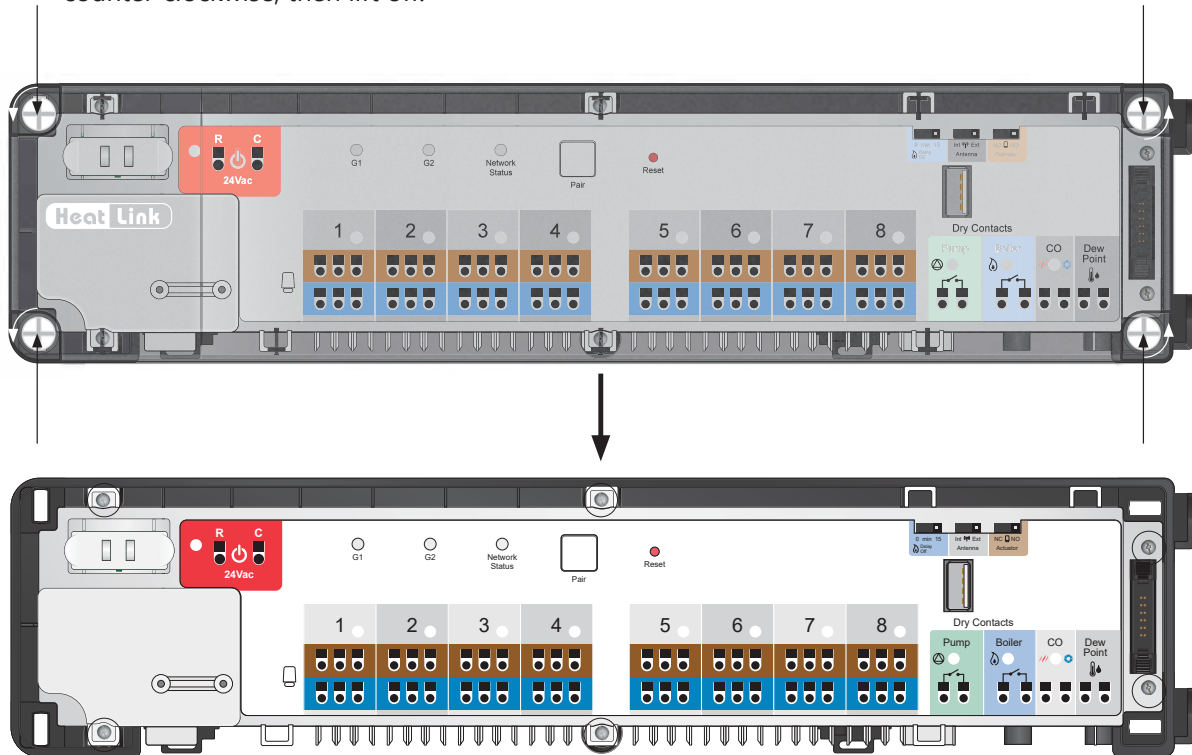
The HeatLink® StatLink® 8 Zone Wireless Module connects with your wireless thermostats using the Wireless Internet Gateway, allowing you to easily control up to 24 actuators in 8 zones (3 per zone).

Up to nine StatLink® 8 Zone Wireless Modules can be used in a single system.

StatLink® 8 Zone Wireless Modules should be installed in a location that is accessible, clean, and dry - *do not mount the StatLink® 8 Zone Wireless Module below your piping or manifolds! Any water could damage the StatLink® 8 Zone Wireless Module and cause electrical shorts or fire.*

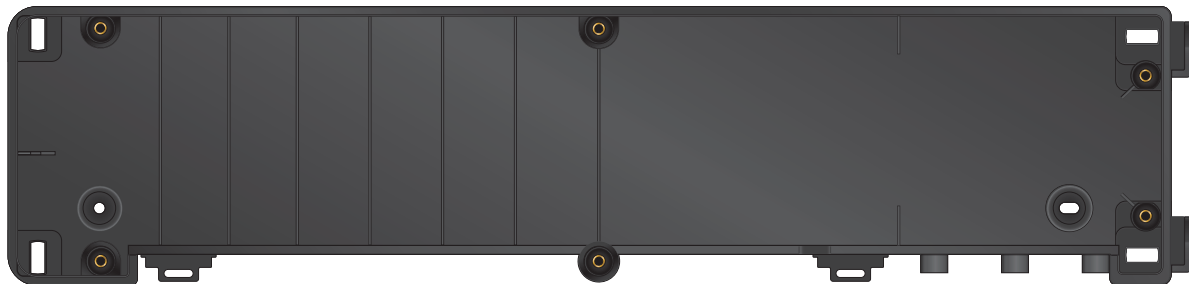
**Step 1** Ensure that the wiring module is complete and not damaged.

**Step 2** Remove the outer cover by using the included tool to turn each of the white screws one quarter turn counter-clockwise, then lift off.



**Step 3** If mounting using the included din rail, attach the din rail to the wall or backing board in an appropriate location, ensuring it is level.

**Step 4** If mounting the StatLink® 8 Zone Wireless Module directly to the wall or backing board, unscrew the terminal block from the casing and attach to the wall or backing board, ensuring it is level.



**Step 5** Replace the terminal block into the black casing, securing all screws.