ALARKO

by COSA

Smart Thermostat

Wireless Heater Control Installation and User Manual

Safety Instructions

Before installing and using devices, read this user manual and follow the instructions.

Opening of plastic enclosures of devices or misuse of them is not safe and will cause the product to be out of warranty. Make sure that the power source is suitable for your devices.

Make sure that devices and their cables do not get in contact with water, or are not exposed to liquid drops or splashes.

Unless otherwise stated do not place them on top of or near heat producing devices such as radiators, stoves or other electrical devices.

Prevent stepping on or squeezing cables particularly in plugs, sockets and devices. Make sure that power cables, plugs or adaptors easily accessible in case power of devices need to be disconnected.

Plug out the device in thunderous weathers or if it is not going to be used for a long time.

Maintenance and repair of devices should only be handled by authorized service providers. Only stated spare parts and accessories should be used with products.Out of order devices should not be used.

The devices should only be used if they are in conformity with the legislation where devices are going to be used.

Alcaline type of batteries must be used for all devices.

Batteries should not be charged, set on fire, mixed with other battery types or installed in wrong direction. Otherwise they might explode, leak or cause fire.

When batteries need to be replaced, all should be replaced at the same time. Keep batteries away from children. If swallowed, consult a doctor immediately.

Batteries should be disposed separately from general household waste. For safe disposal and recycling local waste collection centers should be consulted.
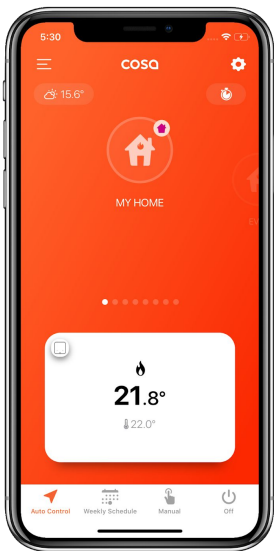
ENSURE THAT FAULTS IN HEATING SYSTEMS ARE REPAIRED BY AUTHORIZED SERVICE PROVIDERS
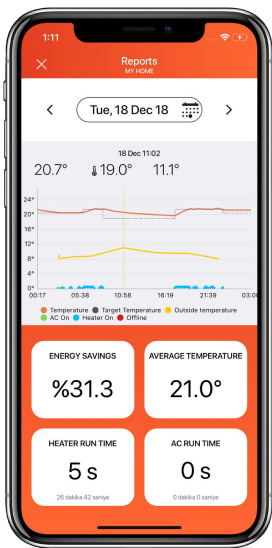
Comfort with Alarko by Cosa

Smart Modes

You can have the home temperature change automatically according to the locations of family members or weekly schedule.
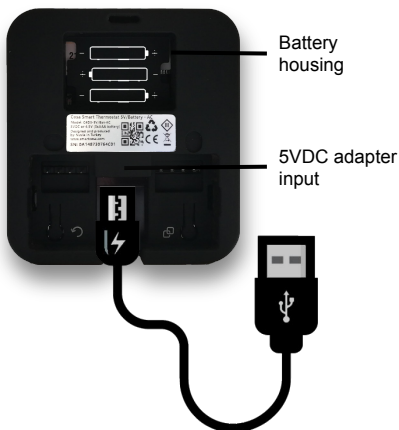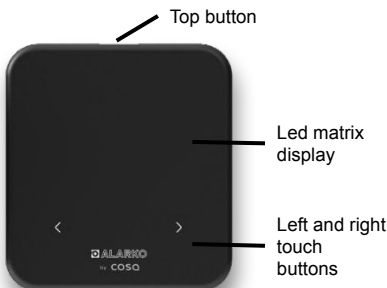
Save with Alarko by Cosa

Energy Management

You can monitor the usage times and the saving rates and use energy more efficiently.

Installation and user manual of thermostat

Alarko by Cosa Smart Thermostat

Top button

Led matrix display

Left and right touch buttons

Battery housing

5VDC adapter input

Installation and user manual of thermostat

Powering

Remove the orange back cover of Alarko by Cosa from the main unit by holding the from the indicated arrows.

Depending on the model, the device can have battery, 5V DC adapter or both power inputs together.
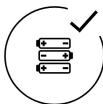
ALCALINE TYPE BATTERY MUST BE USED. DO NOT USE RECHARGEABLE OR OTHER BATTARY TYPES.

5VDC ADAPTER MUST HAVE 5V DC OUTPUT AND AT LEAST 1A CURRENT.

IF YOUR DEVICE HAS A BATTERY AND 5VDC ADAPTER INPUT TOGETHER DO NOT USE THEM AT THE SAME TIME.

Installation and user manual of thermostat

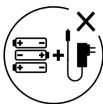## Use of thermostat

When the thermostat is powered with battery, first the Cosa logo and then the room temperature can be seen on the screen by pressing the top button. When used with the adapter, the Cosa logo and room temperature will appear without pressing the top button.

Top button

Room temperature

Installation and user manual of thermostat

When using batteries, you can wake up the device by pressing the top button.

In use with the adapter, you will not need to wake up the device if the screen is set to be **always on** (*explained at the settings menu of Alarko by Cosa Smart Thermostat*).

Use the left and right touch buttons to change the target temperature. After selecting the desired target temperature, the device automatically saves the new target temperature.

Top button

Installation and user manual of thermostat

Changing smart modes

Press the **top button** again to view or change the active mode.

You will see the active smart mode first. You can use **the left and right touch buttons** to switch between smart modes. The new mode is **automatically saved** shortly after making the selection.

After connecting Cosa to internet, you can change the target temperature and smart modes with **Cosa mobile app.**

	Home Mode		Auto Control
	Sleep Mode		Weekly Schedule
	Away Mode		Off
	Custom Mode		

Installation and user manual of thermostat

Settings menu of Alarko By Cosa Smart Thermostat

To go to settings menu, press the top button for **3 seconds** and you'll see the settings icon.

You can scroll through the settings menu using the left-right touch buttons.

 Settings menu

 Internet connection status
(Valid only for models powered with 5V DC adapter)

 Connected to the internet

 Could not connect to the internet

 Internet connection settings are not set

Installation and user manual of thermostat

Settings menu of Alarko by Cosa Smart Thermostat

Pairing status

Paired

Communication problem between two devices

Ready to be paired

Screen is always on/off
(Valid only for models powered with 5V DC adapter)

Screen is always on

Factory reset

Back to top menu

Installation and user manual of thermostat

Placement of Alarko by Cosa Smart Thermostat

Cosa needs to be placed correctly for accurate measurements.

The thermostat should not be placed under direct sunlight, near radiators, near doorways or corridors.

Moreover, the thermostat should be placed at between the height of 50 cm to 150 cm above the ground.
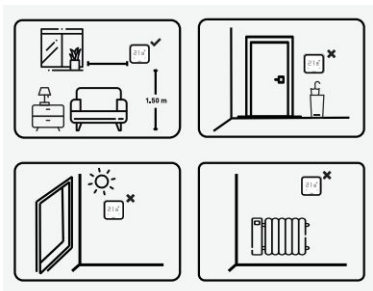
Installation and user manual of wireless heater control unit

REFER TO THE USER MANUAL OF YOUR HEATING SYSTEM OR CONSULT THE AUTHORIZED TECHNICAL SERVICE FOR INSTALLING ALARKO BY COSA WIRELESS HEATER CONTROL UNIT TO YOUR HEATING SYSTEM

MAKE SURE THAT THERE IS NO POWER ON ANY OF THE WIRES DURING THE INSTALLATION BY TURNING OFF THE RELATED FUSES FROM YOUR HOME'S ELECTRICAL PANEL.

MAKE SURE TO TURN OFF THE ELECTRICITY AND GAS OF YOUR HEATING SYSTEM BEFORE INSTALLATION

Installation and user manual of wireless heater control unit

Alarko by Cosa Wireless Heater Control Unit

Top button

Power

Pairing Status

Internet Connection

Heater On

Right-back button
Short Press: Ready to pair
Long Press: Reset pairing

Left-back button:
Short Press: Ready to make internet connection settings from the mobile app
Long Press: Reset to factory settings

Installation and user manual of wireless heater control unit

Alarko by Cosa Wireless Heater Control Unit

Remove the orange back cover from the device.

Power Alarko by Cosa Wireless Heater Unit with 230V power cable.

When you plug in the cable, you should see the power led on the front of the device.

(¹) Power

Led is on	Power is on
Led is off	Power is off
Led is blinking slowly	Remote software update is in progress. Do not unplug from the power.

Installation and user manual of wireless heater control unit

To control your heating system with Alarko by Cosa, you must connect wireless heater control unit to the room thermostat connection port of your heating system.

There is a room thermostat already connected to the heating system

If there is an ON/OFF type room thermostat already connected to your heating system, you can remove these cables extending from the heating system to the thermostat and connect them to the **1 (COM)** and **2 (NO) terminals** of the Alarko By Cosa Wireless Heater Control Unit.

In this case, there is no need for any wiring inside your heating system.

Orange Back Cover
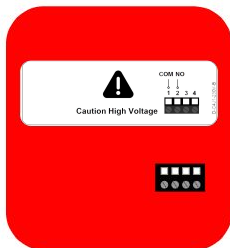
Installation and user manual of wireless heater control unit

If there isn't any room thermostat connected to the heating system

You should connect the heating system connection cable supplied with the product to the **ON/OFF** type room thermostat connection input in your heating system.

Then, you should connect the other end to the **1 (COM)** and **2 (NO) terminals** on the orange cover of Alarko by Cosa Wireless Heater Control Unit.

> **FOR WIRING INSIDE THE HEATING SYSTEM, REFER TO THE HEATING SYSTEM USER MANUAL OR GET SUPPORT FROM AN AUTHORIZED SERVICE PARTNER.**

Orange Back Cover

Installation and user manual of wireless heater control unit

Setting the central heating temperature (flow temperature) of the heating system

Make sure that the flow temperature of your heating system is at a sufficient level such as **50°C** in condensing boilers, and **50°C - 60°C** in conventional combi boilers

Testing the wiring between Cosa and the heating system

To test the connection between Alarko by Cosa Wireless Heating Control Unit and the heating system, make sure that you can manually start your heating system by pressing the **top button** on the Alarko by Cosa Wireless Heating Control Unit for 3 seconds. Then, turn off the heating system by pressing the same button for 3 more seconds.
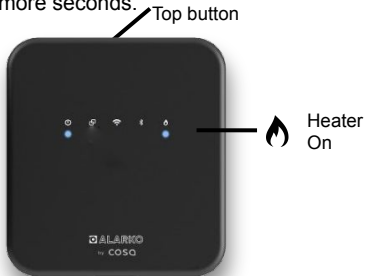
Top button

Heater On

Pairing of thermostat and wireless heater control unit

Pairing of Alarko by Cosa Smart Thermostat and Alarko by Cosa Wireless Heater Control Unit

Alarko by Cosa devices are **packed as paired status.** When you power both devices, if the **pairing led** of Alarko by Cosa Wireless Heater Control Unit is **steady**, you do not need to pair the devices again.

> **IF THE DEVICES DO NOT PAIR WITHIN 1 MINUTE, EXIT THE PAIRING MODE.**

Pairing Status

Led is on	Paired
Led is off	Not paired
Led is blinking rapidly	Communication can not be established with the paired device
Led is blinking slowly	Ready to be paired

Pairing of thermostat and wireless heater control unit

Pairing of Alarko by Cosa Smart Thermostat

Press and hold the top button for **3 seconds** to activate the pairing mode of **thermostat.**

Find the **pairing symbol** 🕀 using the right-left touch buttons on the front.

Click the top button to see the pairing animation.

Pairing is completed.

Pairing is NOT completed. Please repeat the pairing steps from the beiginning.

Pairing of thermostat and wireless heater control unit

Pairing of Alarko by Cosa Wireless Heater Control Unit

To set wireless heater control unit to pairing mode, 1. remove the orange back cover of the device
2. press the right-back pairing 🔁 button
3. the pairing led 🔁 on the front will blink slowly.

Internet Connection

ALARKO BY COSA SHOULD BE CONNECTED TO A **WIFI NETWORK** TO BE CONTROLLED FROM MOBILE PHONES.

DEPENDING ON THERMOSTAT'S POWER INPUT (**BATTERY OR 5VDC**), INTERNET CONNECTION SHOULD BE SET UP AS FOLLOWS:

1. Battery powered thermostat
If Alarko by Cosa Smart Thermostat is used with a battery, the internet connection must be made from the Alarko by Cosa Wireless Heater Control Unit.
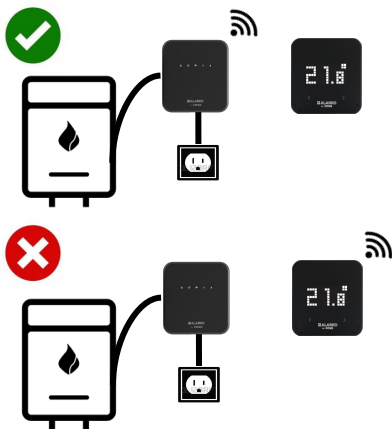
Internet Connection

2. 5VDC adapter powered thermostat

You should use the closest device to your modem for setting up to internet connection. **You do not need to connect both devices to internet separately.**
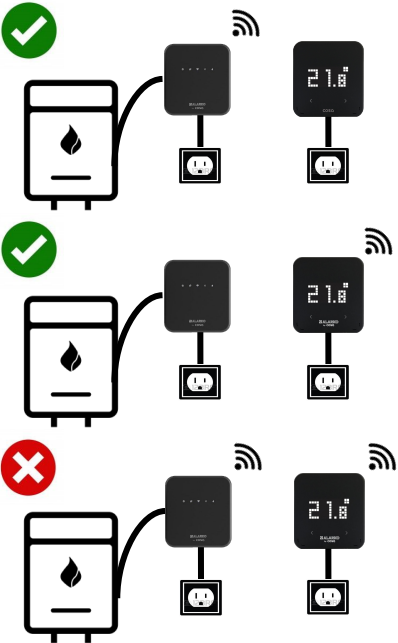
Internet Connection

Download Cosa mobile application to control Alarko by Cosa from your mobile device.

If you are logging to Cosa mobile app for the first time, sign up first or use your existing login information, if available.

FOLLOW THE INSTRUCTIONS IN COSA MOBILE APP TO COMPLETE THE INTERNET CONNECTION.

Internet Connection

**Internet connection with
Alarko by Cosa Wireless Heater
Control unit**

In order to make the internet connection
from the wireless heater control unit,
come to the following step during the
installation at the app.

Then choose "Cosa Wireless Heater
Control Unit" and follow the next steps
carefully.

Internet Connection

Internet connection through Alarko by Cosa Wireless Heater Control unit

If the internet connection setting of the wireless heater control unit is not completed, the wifi led will be off.

Press the back left button ↩ with a short press to make the device ready for the wireless network settings.

This led can blink slowly in two ways. During the installation steps in Cosa mobile application, you should check the blinking type correctly.

Led is on	Connected
Led is off	Connection is not set
Led is blinking rapidly	Can not connect to internet
Led is blinking slowly	Ready for connection settings

Internet Connection

**Internet connection through
Alarko By Cosa Smart Thermostat**

To make the internet connection through
the thermostat, come to the following step
during the installation, **select Cosa Smart
Thermostat v4** to connect to the internet
from the thermostat and follow the steps
carefully.

Internet Connection

Internet connection with Alarko By Cosa Smart Thermostat

1. In order to make the thermostat ready for internet connection, **press the top button for 3 seconds** to enter the settings menu.

2. Use the touch buttons to find the wifi symbol 📶.

Settings menu

Internet connection status
(Valid only for models powered with 5V DC adapter)

Connected to the internet

Could not connect to the internet

Internet connection settings are not set

Internet Connection

Internet connection through thermostat

2. You will see the wifi icon as shown in the image if internet connection settings are not completed

3. In this situation, **press the top button again** to make the device ready for connection settings. The wifi icon will start flashing. This animation can appear in two ways.

In the installation steps in the application, you must correctly mark the option in which the animation is flashed.

Then follow the steps in the application carefully.

Internet Connection

Internet connection is successful
When you complete the installation, you should be able to see the temperature of the house in the application and the icon below in Alarko by Cosa device screen.

Connected to the internet

Internet connection problem
If you see the following warnings in application and Alarko by Cosa device screen, you will need to repeat the installation steps. To do so, refer to the FAQ section of this manual.

Couldn't connect to the internet

Frequently asked questions

I could not connect Alarko By Cosa to internet

You have to reconnect the internet connection. For this, follow the internet connection steps in this guide. While doing this, pay attention to the following.

- Make sure your wifi password is correct.

- Make sure your modem's wifi boradcast frequency is 2.4 GHz.

- In cases where the encryption type of your modem is "web" or "wpa-professional", you can not connect to internet. Make sure the encryption type is "wpa", "wpa2" or "wpa / wpa2".

- Make sure you have wireless internet access in the area where the device you want to connect to the internet is located.

Frequently asked questions

Alarko By Cosa is frequently disconnecting from the internet

Although Alarko By Cosa reconnects to internet by itself if the internet connection is disconnected from time to time, it can be thought that the wireless internet network signal is weak in the area where Alarko By Cosa is connected. Follow steps below to fix the issue.

- If the internet connection is made through Alarko By Cosa Wireless Heater Control Unit, place the device in an open and high position away from the metal surfaces of your boiler as much as possible.

- You may try to change stance angles of your modem and Cosa device.

- Turning Off and On your modem will be helpful if it works in long periods.

Frequently asked questions

There is pairing problem between devices

If you see an exclamation mark with a chain symbol in the mobile app or the pairing light of heater control unit is rapidly blinking, this shows a connection error between devices.

If you encountered with the problem for the first time and it did not resolve itself, please follow the steps below.

- You can control the power of both devices: Make sure Wireless Heater Control Unit's power light is on and thermostat displays the current room temperature when the top button is pressed.

If this situation occurs time to time and resolves itself, you may try the following steps.

- You may try to change stance angles of both devices.

- If the internet connection is made through Alarko By Cosa Wireless Heater Control Unit, place the device in an open and high position away from the metal surfaces of your boiler as much as possible.

Frequently asked questions

The thermostat or wireless heater control unit is malfunctioned. How can I control my heating system?

1. If Alarko By Cosa Smart Room Thermostat encounters a malfunction, it will not be able to transmit temperature information to wireless heating control unit, consequently; you will need to manually turn on your heating system. By pressing and holding the top button wireless heating control unit for 2 seconds you can turn on heating system's leds and control it manually.

2. In case of malfunction of Alarko By Cosa Wireless Heating Control Unit
You should disconnect the heating system's gas and electricity. Then you should remove orange back cover and by-pass the terminals of NO and C so that you can manually use your heating system.

Frequently asked questions

I could not do the wiring to the heating system

Please refer to the user manual of your heating system or get support from the authorized technical service for the wiring to the heating system.

Frequently asked questions

Heater is not running

If your heating system appears to be working in the mobile application or the heater led on the wireless heater control unit is on but your heating system is not working, check the following:

- At first wait. It may take some time for some type of heaters to work.

- Make sure that your heater is on winter mode, and that the radiator water pressure is correct and that there is no other malfunctions related to your heater system.

- Make sure the connection between the wireless heater control unit and the heater system is on and secure.

Frequently asked questions

I can not save

There may be two reasons:

1. You may not really be able to save. You can check the following:

a. Setting your heater's flow temperature **at 50°C** in condensing boilers, and **50°C - 60°C** in conventional boilers would help your house to warm up faster and help your heater to run in shorter intervals.

b. By using Alarko By Cosa's **Auto Control or Weekly Schedule** feature, you can make **automatic switches between Home, Sleep and Away modes** according to your preferences.

c. Changing the target temperature of Sleep and Away modes to a lower temperature than Home mode will increase the savings rate.

d. Even **decreasing the target temperature** by 1 °C can make significant differences.

e. You can **change the Stop and Run intervals** in "Heater Settings" under "Heating Cooling Settings" in your application. You can try changing this setting according to the structure of your home and your comfort preferences. For example, if you select 22 °C degrees as the target temperature and the stop interval as 0.1, Alarko By Cosa will stop your heating systeö when your home reaches 22.1 °C

Frequently asked questions

I can not save

2. Location setting of your home might be wrong:

The saving rate is calculated based on the operating time of your heater system with an algorithm that depends on the target temperature, your mode choices and your outdoor temperature.

The outdoor temperature information used in this calculation is determined based on the location information you have set in your Cosa application. Therefore, if weather information cannot be obtained from the location information you selected, Alarko by Cosa may not be able to calculate the savings rate.

You can **edit the location selection** and fix the problem.

Frequently asked questions

Auto Control does not work - ios

Make the following checks:
- Make sure **Auto Control** mode is selected on the main screen.
- Make sure your **home location setting** is correct.
- Make sure the **mobile phone list** which will use the Auto Control feature is correct in the Auto Control settings.

On ios phones:
a. Go to "**Settings > Privacy > Location Services"**
2. Select "**Cosa app**"
3. Select "**Always allow location access**"
4. Make sure **your location is on.**
5. Open the background apps and choose Cosa to **refresh the app.**

Frequently asked questions

Auto Control does not work - android

Make the following checks:
- Make sure **Auto Control** mode is selected on the main screen.
Make sure your **home location setting** is correct.
- Make sure the **mobile phone list** which will use the Auto Control feature is correct in the Auto Control settings.

On android phones:
a. Enter the **Auto Control Settings** from the Home Settings menu in the Cosa mobile application.
b. Select "**Use Recommended Options**".
c. Enable "**Auto Control".**
d. Exit the application, go to the **phone settings > battery settings.**
e. Select "**battery optimization"**.
f. "Always allow" Cosa app to use battery.
g. Make sure t**he location and Wi-Fi options** are turned on.

Frequently asked questions

Weekly Schedule doesn't work according to the hours I set

The Weekly Schedule works according to the time zone calculated according to the location of the house where Cosa is installed. Therefore, if the location of your home is chosen incorrectly, Cosa may be operating in a different time zone.

To fix the problem, you should check your home's location information.

For this:

1. Go to "**Settings"** from main screen.

2. Go to the "**Home Information & Users"** menu and select Home Info.

3. Check the location of the house. If it is wrong, correct it, and then press the "**Save"** button and exit**.**

Frequently asked questions

The measured room temperature is different than the thermometer

There may be differences in temperature measurements between different brands and models of thermometers or thermostats, and it is quite normal that some differences may occur even in the same brand and model measuring instruments. There may be effects such as the age and quality of the sensor of the device used, as well as many factors that affect the measurements, such as the location of the device in the room, its height, and what kind of ground it stands on.

To minimize such differences, you can calibrate the measured temperature using the "**Temperature Calibration**" feature. For this:

1. Enter the settings of the house whose temperature you want to calibrate in your application.

2. Enter the "**Cosa Device Settings**" menu and **calibrate** the temperature value.

So you will see that the measured temperature changes by the amount you calibrated.

Frequently asked questions

Weather information in the app is wrong

f you think the weather information is wrong, you should first check your home's location information. Alarko by Cosa receives weather information from the closest weather station to your chosen location. There may be slight deviations in the weather information provided depending on the distance of this station from your home.

To check your home's location information:

1. Go to "**Settings"** from Main Screen.

2. Go to the "**Home Information & Users"** menu and select Home Info.

3. Check the **location** of the house. If it is wrong, correct it, press the "**Save"** button and exit.

You should see the weather information get correct after a short while.

Frequently asked questions

How to add additional users to the same house?

To add a new user to the house you use in the Cosa application:

1. From your home's settings menu, enter the **"Home Information and Users"** menu.

2. Press the "**Add New User**" option

3. Enter the email address of the user you want to add.

An invitation email will be sent to the user you invited. If the user you invited has not registered with the Cosa application before with the same e-mail address, it will be enough to **accept your invitation from the application notifications** after registering and logging in.

Frequently asked questions

Although the target temperature has been reached, the heating system does not run

This may be related to the **Stop and Run Interval Settings** of Cosa.

In your application, there are two values under **Heating and Cooling Settings** as "**Stop" and "Run" intervals**. For example, if the stopping range is 0.3 ℃, the operating range is 0.1 ℃, and the target temperature of your home is set as 22 ℃, Cosa will stop your heating system at 22.3 ℃, and start it at 21.9 ℃. Therefore, by **changing these intervals according to your preferences**, you can make your heating system work shorter and more frequently or longer and less frequently.

Technical support

You can contact us via
info@alarko-carrier.com.tr
or **444 0 128** customer line to send
your questions or suggestions.

Technical specifications

	Alarko By Cosa Smart Thermostat 5V + Battery	Alarko By Cosa Wireless Heater Control Unit
Model	C4D0-5V/Bat	C4J1-230V-B
Power Input	4.5 VDC (3xAAA) or 5VDC	100-240VAC
Size (H/W/D cm)	11 / 10.5 / 2.7	11 / 10.5 / 2.7
Floor Temperature Sensor Input (N)	optional	-
Heating / On / Off Sensitivity	0.1 °C - 0.5 °C	-
Temperature Measurement Sensitivity	0.1 °C	-
Temperature Adjustment Sensitivity	0.1 °C	-
Product Material	ABS + PC	ABS + PC
Interface	Touch Button and Led Matrix Screen	Led Indicator
Heating System Compatibility	-	On / Off
On / Off Output Type	-	Dry contact
Switching Capacity	-	5A 250VAC / 3A 30VDC
Power Output of Adaptor	5VDC, 1A	-
Wi-Fi Compatibility	802.11 b/g/n 2.4 GHz	
Operating Temperature Range	- 10 °C / 40 °C	
Storage Temperature Range	- 20 °C / 50 °C	
IP Protection Class	20	
RF Range	50m	
Data Encryption	2048-bit TLS 1.2 SSL with AES-GCM Encryption	
Inter Device Communication	2.4 GHz	
Warranty	2 years	

Declaration of conformity

Manufacturer: Nuvia Enerji Teknolojileri San. ve Tic. A.Ş. (Nuvia), Reşitpaşa Mah. Katar Cad. ARI-3 Binası No:4 / B111 34469 Sarıyer İstanbul Turkey

Nuvia declares that brand and models specified below are manufactured under its own responsibility pursuant to stated directives and standards. The original Declaration of Conformity and related documents can be seen at the manufacturer.

Brand: Alarko By Cosa
Models:(C4D0-5V/Bat), (C4J1-230V-B)

Alarko by Cosa Smart Room Thermostat, manufactured by Nuvia, can communicate wirelessly in the 2.4 GHz band, measure temperature and humidity values of the environment it is in, control the heater that has an on/off type room thermostat connection input, and share related data with the cloud-based system or other paired devices by connecting to the internet wirelessly in 2.4 GHz band according to the preferences of the user.

As the manufacturer company of the specified brands and models, Nuvia, we declare that these products, which are marked with CE, comply with the directives and standards (together with their revisions) stated below.

Compliant directives:
Radio Equipment Directive
(RED, 2014/53/EU) EN 60730-1/A1:2019, EN
60730-2-9 2019, EN 62479:2010
Radio and Telecommunication Terminal
Equipment Regulation (R&TTE, 1999/5/EC)
EN 300 328_V2.1.1
Electromagnetic Compatibility Regulation
(EMC, 2014/30 /EU) ETSI EN 301 489-1: V2.1.1, ETSI
EN 301 489-3: V2.1.1, EN 300 220-2 V3.1.1

Additional Information: Compatibility with directives
only covers stated brand and models. Nuvia is not
responsible for the compliance of the whole system
that stated brand and models are being used with.
This declaration does not apply if changes are made
on the product without Nuvia's consent.

CE