T5269

15A PROGRAMMABLE TOUCH THERMOSTAT WITH WIFI (5TH GEN)



www.cosyfloor.ca/installation-guides/

© 2025 OJ Electronics A/S

670140 03/25 (JSP)

CONTENTS

1. Introduction 3

2. Description of buttons and functions 4
   2.1 How to enter the settings menu 5
      2.1.1 How to change the lighting 6
      2.1.2 How to change the time 7
      2.1.3 How to change the temperature unit 8

3. Start-up wizard 9
   3.1 Start-up wizard Power-up 10
   3.2 Start-up wizard Step 1 – Unit 11
   3.3 Start-up wizard Step 2 – Sensor 12
   3.4 Start-up wizard Step 3 – Time 13
   3.5 Start-up wizard Step 4 – Protection 14
      3.5.1 Floor and temperature limits 15
   3.6 Start-up wizard Step 5 – GFCI Test 16

4. How to change the temperature 17
   4.1 Heating status 18

5. How to turn a schedule on and off 19
   5.1 Preset schedule 20

6. How to turn off the display 21

7. How to lock the screen 22

8. Standby and frost protection 23

9. How to connect with Bluetooth 24

10. The app 25

11. Smart home connectivity with Alexa 28

12. Smart home connectivity with Google 30

13. GFCI test 32
   13.1 GFCI error – relay tripped 33

14. How to perform a factory reset on the thermostat 34

15. Errors and indications 35

16. Troubleshooting 37

Disclaimer

OJ cannot be held liable for any errors in the material. OJ reserves the right to alter its products without notice. This also applies to products already on order, provided that such alterations can be made without requiring subsequent changes to specifications that have already been agreed upon. The contents of this material may be subject to copyright and other intellectual property rights and are either the property of or used under license by OJ Electronics.

The OJ trademark is a registered trademark of OJ Electronics A/S.

© 2025 OJ Electronics A/S

1. INTRODUCTION

Congratulations on the purchase of your new Programmable Touch Thermostat With WiFi. We hope that you will enjoy the user-friendly touch interface and the intuitively designed app that enables you to set up your thermostat to suit your daily routines.

Quick adjustments

Simply tap the capacitive touch buttons on the thermostat gently with your fingertip if you want to make quick temperature adjustments or toggle the schedule on or off. In many cases, scrolling text will appear to help explain the changes.

Get connected

The WiFi-enabled thermostat allows you to set up, monitor, and control the thermostat from your mobile phone.

Forgot to set vacation mode? Just connect remotely and adjust any setting as required.

Tips for saving energy

Lowering the temperature while your home is unoccupied will reduce your energy costs without reducing the comfort of a heated floor.
Set up your thermostat to turn on your underfloor heating system during preset periods to save energy. You can easily use and customize one of the predefined schedules, or you can create your own schedule from scratch.

Comfort and intelligence

The thermostat automatically adjusts heating start times to ensure that the required temperature is reached at the beginning of a scheduled event rather than too late. After a few days, the intelligent adaptive function will learn when the heating needs to be switched on to provide maximum comfort in your specific environment.

Talk to your thermostat

Make it even easier to adjust your thermostat by enabling voice control. If you have Google Assistant or Amazon Alexa devices in your home, you can connect your thermostat to these as well. This is easy to do in the app.

When connected, try saying “Alexa, make the bathroom warmer” or “Hey Google, make the bathroom warmer.”

Enjoy!

Download the UWG5® app from Google Play or the Apple App Store and follow the app guide for setup to get started.

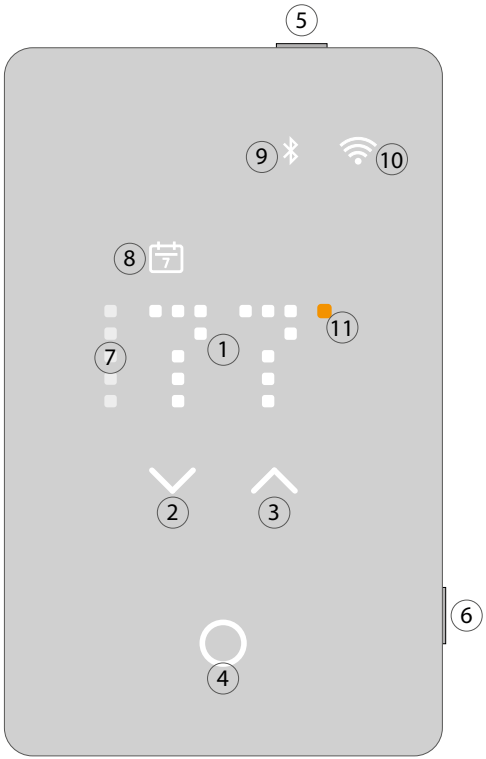
Apple App Store

Google Play

© 2025 OJ Electronics A/S

Back to Contents

2. DESCRIPTION OF BUTTONS AND FUNCTIONS



Touch areas

1. Information area
2. Adjust and navigate down
3. Adjust and navigate up
4. Select and accept

Buttons

5. GFCI test button
6. Multifunctional button:
   - Press once to go into standby mode or turn on the thermostat.
   - When on, hold for 15 seconds to perform a factory reset.
   - Reset/confirm GFCI test mode
   - When in standby mode, press once to activate Bluetooth pairing.

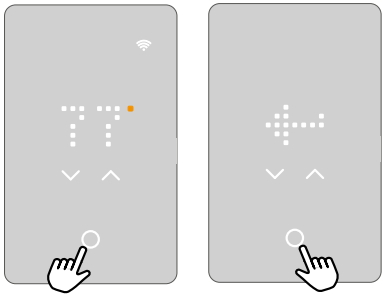
Indicators

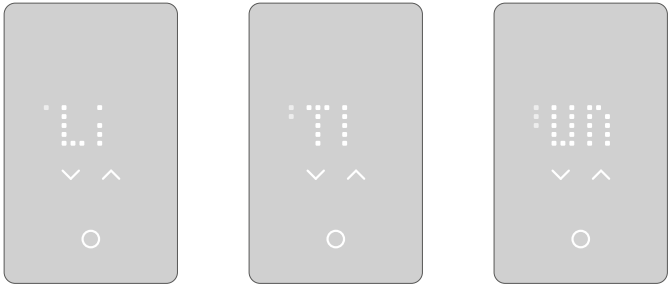
7. Menu navigation
8. Schedule mode
9. Bluetooth connection
10. WiFi connection
11. Heating: The LED lights up orange during heating.

© 2025 OJ Electronics A/S

Back to Contents

2.1 HOW TO ENTER THE SETTINGS MENU





Li – Light

TI – Time

Un – Unit

To activate the settings menu:

1. Touch any **touch area** to wake up the thermostat.
2. Touch the **select/accept button** for three seconds to enter the setup menu.

To exit the settings menu:

1. After 30 seconds, the screen saver will activate. This exits the menu.

   OR:

2. Use the **up or down arrow** buttons to navigate to the exit icon and press the **select/accept button.**

In the settings menu, you have three options.

The dots in the left column indicate the setting number.

If you are not sure what the text on the screen means, you can **touch the menu abbreviations** and explanatory text will scroll across the screen. This can be interrupted by pressing the scrolling text once.

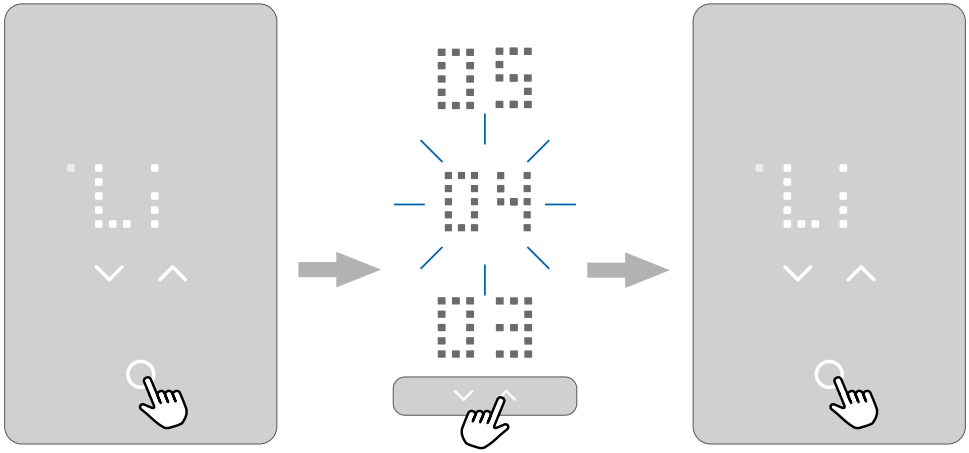
More settings are available via the app.

© 2025 OJ Electronics A/S

Back to Contents

2.1.1 HOW TO CHANGE THE LIGHTING

In the Light setting, you can set the light level when the screen saver is active.



Press the **select/accept button** to go to the light setting.

Press the **up or down arrow** to adjust the setting.

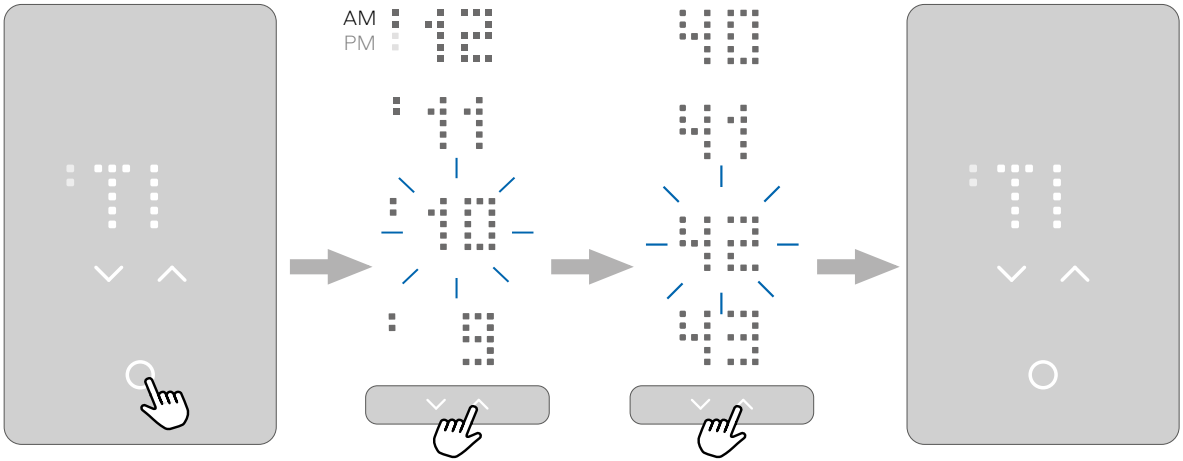
Press the **select/accept button** to confirm. The screen will return to the setting options.

© 2025 OJ Electronics A/S

Back to Contents

2.1.2 HOW TO CHANGE THE TIME

In the Time setting, you can adjust the time.
The clock is in 12-hour format.
The two small dots on the left indicate whether it is AM or PM (upper two dots for AM; lower two dots for PM).



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to change the hour. Press the **select/accept button** to confirm. AM or PM will scroll from the right, followed by the hour. The process is the same for setting the minutes.

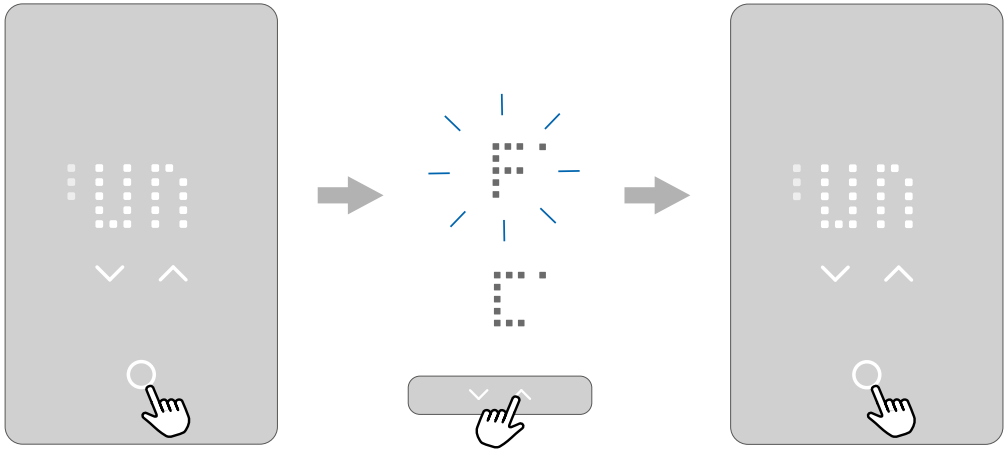
The screen will return to the setting options.

© 2025 OJ Electronics A/S

Back to Contents

2.1.3 HOW TO CHANGE THE TEMPERATURE UNIT

In the Unit setting, the temperature unit can be set to F (Fahrenheit) or C (Celsius).



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to set the temperature unit to Fahrenheit or Celsius.

Press the **select/accept button** to confirm the setting.

© 2025 OJ Electronics A/S

Back to Contents

3. START-UP WIZARD

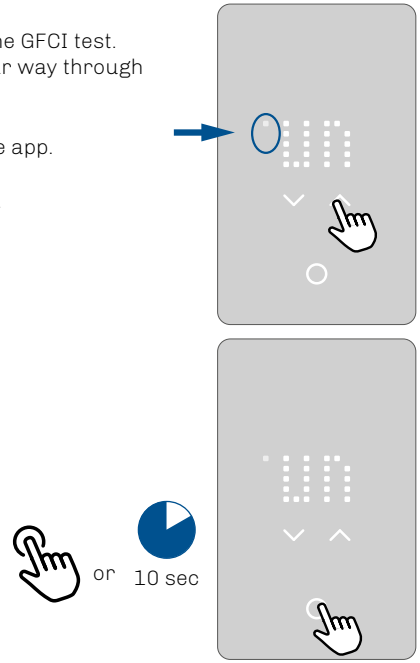
When the thermostat has been installed and turned on for the first time, or after you have performed a factory reset, the thermostat will run a start-up wizard. The wizard guides you through a basic setup process to ensure that you have the right settings and a thermostat test is performed.

The start-up wizard gives you the option to adjust four settings, followed by the GFCI test. The dots in the left column shows the setting number to help you navigate your way through the guide.

You can choose to complete this start-up process on the thermostat or via the app. This manual describes how to use the thermostat.
If you want to use the app, go to the section on how to connect with Bluetooth.

The start-up wizard takes you through the following steps:
1. Unit
2. Sensor
3. Time
4. Protection

After the last setting, you will be instructed to perform a GFCI Test. Once the test has been passed, the thermostat is ready to use.
To see a description of the setting, you can tap the text or wait 10 seconds. The full setting name and its number will scroll across the screen from the right.

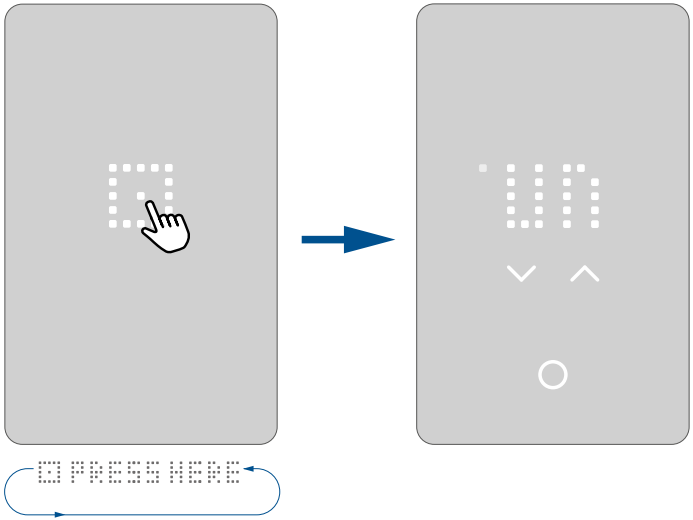


© 2025 OJ Electronics A/S

Back to Contents

3.1 START-UP WIZARD POWER-UP

During power-up, a pulsating select/accept button will appear, followed by the text “PRESS HERE.” Pressing this area will initiate the start-up wizard.

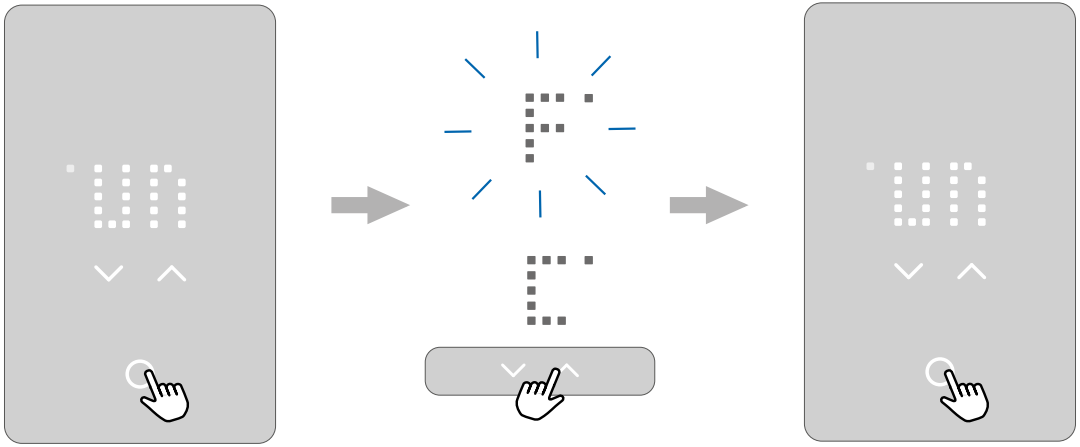


© 2025 OJ Electronics A/S

Back to Contents

3.2 START-UP WIZARD
STEP 1 – UNIT

The first step is the Unit setting. (Unit – °F)
In the Unit setting, the temperature unit can be set to F (Fahrenheit) or C (Celsius).
Fahrenheit is set as default.



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to set the temperature unit to Fahrenheit or Celsius.

Press the **select/accept button** to confirm the setting.

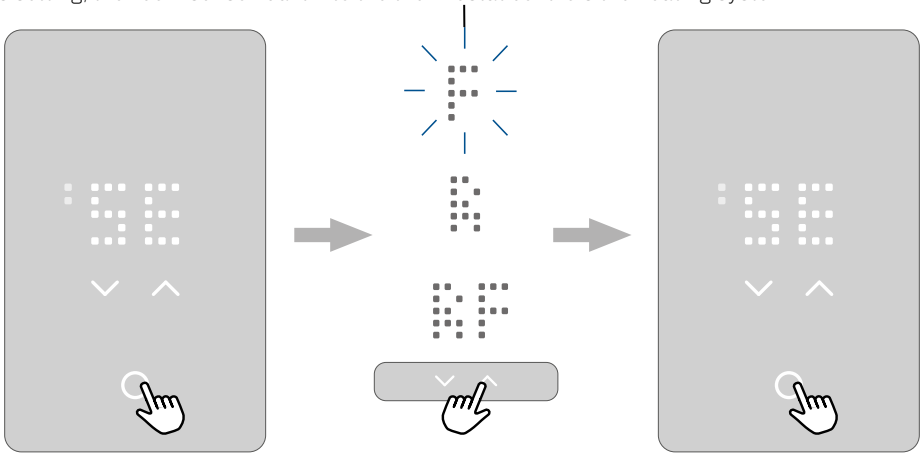
© 2025 OJ Electronics A/S

Back to Contents

3.3 START-UP WIZARD STEP 2 – SENSOR

The second setting option (**SE**NSOR – FLOOR) is the sensor application.
In this setting, you can choose between R (room sensor), F (floor sensor) or RF (room sensor with floor limit).
Once the sensor application has been chosen and the start-up wizard has been completed, you will only be able to change the sensor application via the app or by performing a factory reset.

Floor: With this setting, the floor sensor controls the heating system. This is set as default.
Room/Floor Protection: With this setting, the room sensor built into the thermostat controls the heating system, while the floor sensor limits the heating according to the set floor protection limits.
Room: With this setting, the room sensor built into the thermostat controls the heating system.



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to scroll through the sensor options.

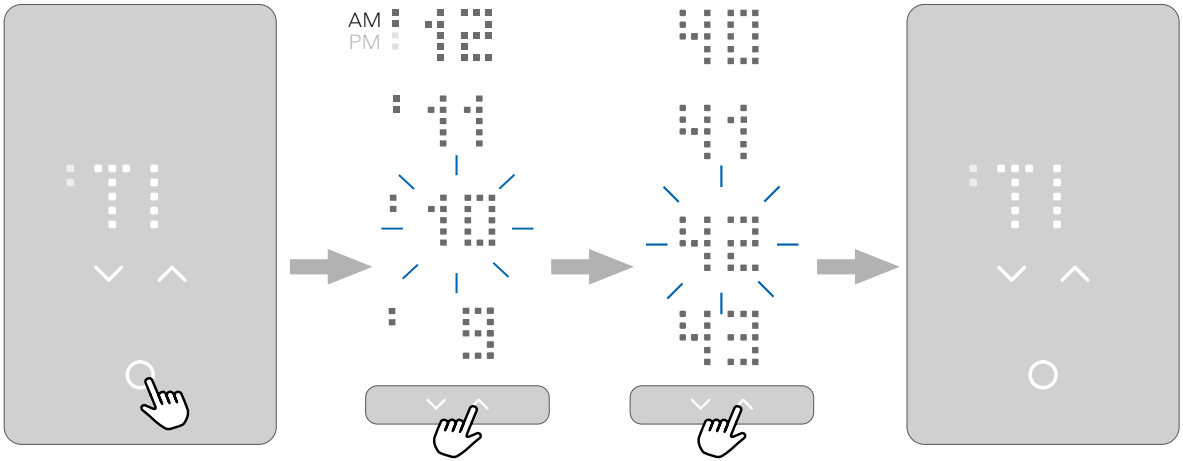
Press the **select/accept button** to confirm the setting.

© 2025 OJ Electronics A/S

Back to Contents

3.4 START-UP WIZARD STEP 3 – TIME

The third setting option (**TIME**) is the time setting.
In this setting, you can adjust the time.
The clock is in 12-hour format.
The two small dots on the left indicate whether it is AM or PM (upper two dots for AM; lower two dots for PM).



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to change the hour. Press the **select/accept button** to confirm. AM or PM will scroll from the right, followed by the hour. The process is the same for setting the minutes.

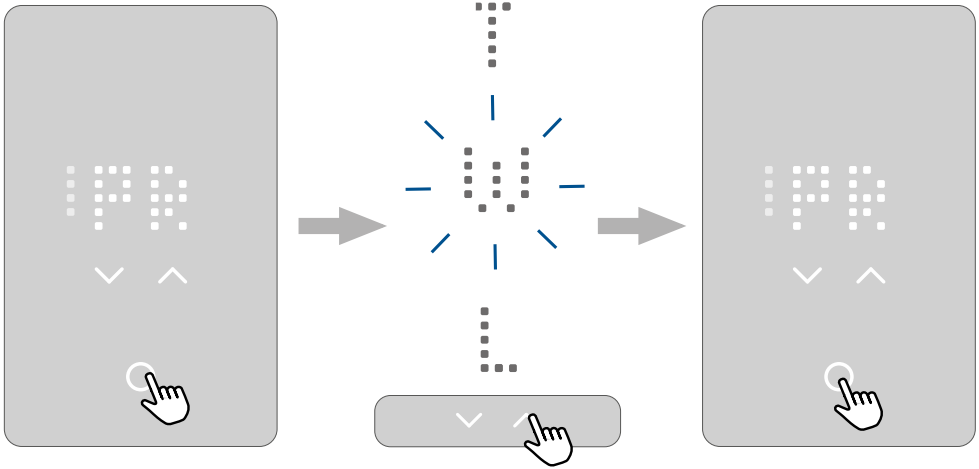
The screen will return to the setting options.

© 2025 OJ Electronics A/S

Back to Contents

3.5 START-UP WIZARD STEP 4 – PROTECTION

The fourth setting option (**PROTECTION**) is the Floor Protection setting.
Set the floor protection according to the floor type:
W (wood), L (laminate) or T (tiles). Tile is the default setting.
Once the floor type has been selected and the start-up wizard has been completed, you will only be able to change the floor type via the app or by performing a factory reset.



Press the **select/accept button** to change the setting.

Press the **up or down arrow** to scroll through the protection options.

Press the **select/accept button** to confirm the setting.

© 2025 OJ Electronics A/S

Back to Contents

3.5.1 FLOOR AND TEMPERATURE LIMITS

There are two types of temperature limit:

Floor protection limits:
This type of limit will override the heating/regulation if the floor temperature measured by the sensor exceeds the thresholds set. If the temperature falls below the minimum threshold, the heating is switched on. If it rises above the maximum threshold, the heating is switched off. This limit feature is only active in the "Floor" and "Room with floor limits" modes.

Floor protection limits	°C		°F	
	Min.	Max.	Min.	Max.
- Disabled (floor protection is disabled)	-	-	-	-
- Wood	5°C	27°C	41- °F	80- °F
- Laminate	5°C	28°C	41- °F	82- °F
- Tiles (default)	5°C	40°C	41- °F	104- °F
- Custom	5–25°C	10–40°C	41–77°F	50–104°F

Temperature limits (setpoint range)*:
This limits the setpoint that the user can set on the thermostat. The user can only modify these limits via the app.

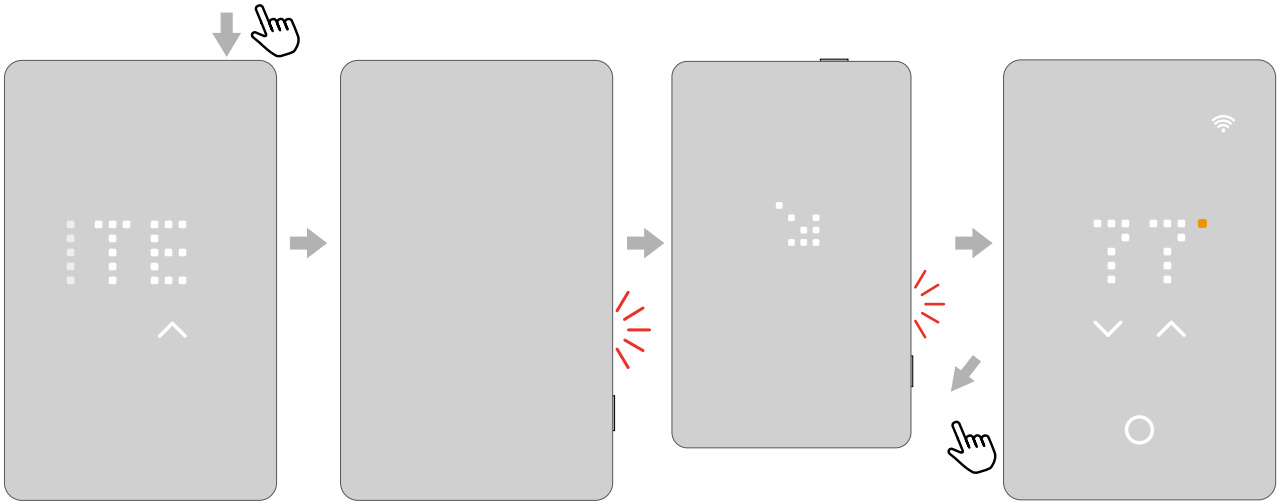
	Min.	Max.
°C	5–25°C	10–40°C
°F	41–77°F	50–104°F

* Regardless of which temperature you choose as a setpoint, the thermostat will never regulate above or below the floor protection limits

© 2025 OJ Electronics A/S
Back to Contents

3.6 START-UP WIZARD STEP 5 – GFCI TEST

The last step in the start-up wizard is the GFCI test.



Push the **top button** to test the GFCI relay.

A red light on the right-hand side will flash and the text ↘ GFCI TRIPPED PRESS TO RESET will scroll across the screen.

When the arrow flashes, press the **side button** for a moment.

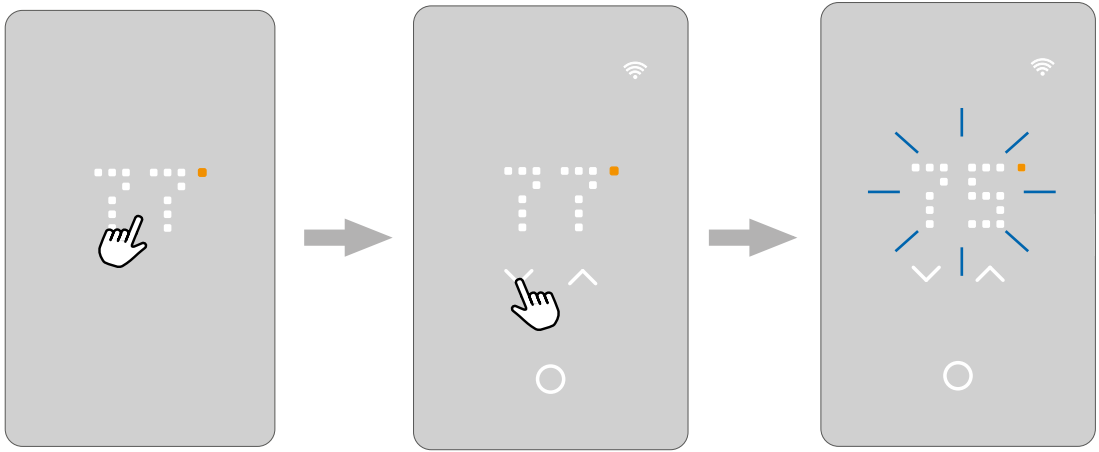
A dot will rotate until the thermostat restarts. The thermostat will then be ready for use.

© 2025 OJ Electronics A/S

Back to Contents

4. HOW TO CHANGE THE TEMPERATURE

To see the upper and lower limits, go to the section on floor limits.



In screen saver mode, touch the **temperature area** to wake up the thermostat. The home screen will appear.

Use the **up and down arrows** to adjust the temperature

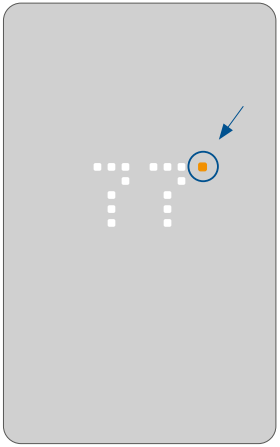
The number will blink three times and the screen will return to the current temperature measured. The temperature is now set.

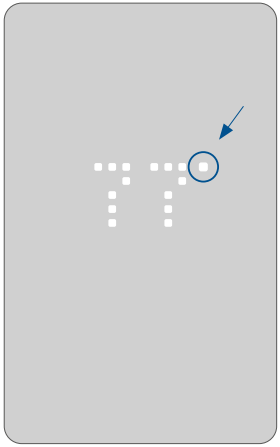
© 2025 OJ Electronics A/S

Back to Contents

4.1 HEATING STATUS

When the heating is on, the white degree indicator will turn orange.
This is visible in the screen saver, on the home screen, and when adjusting the temperature.
The orange dot is also visible on the standby screen when frost protection is enabled and active. To find out more about frost protection, go to the section on standby and frost protection.



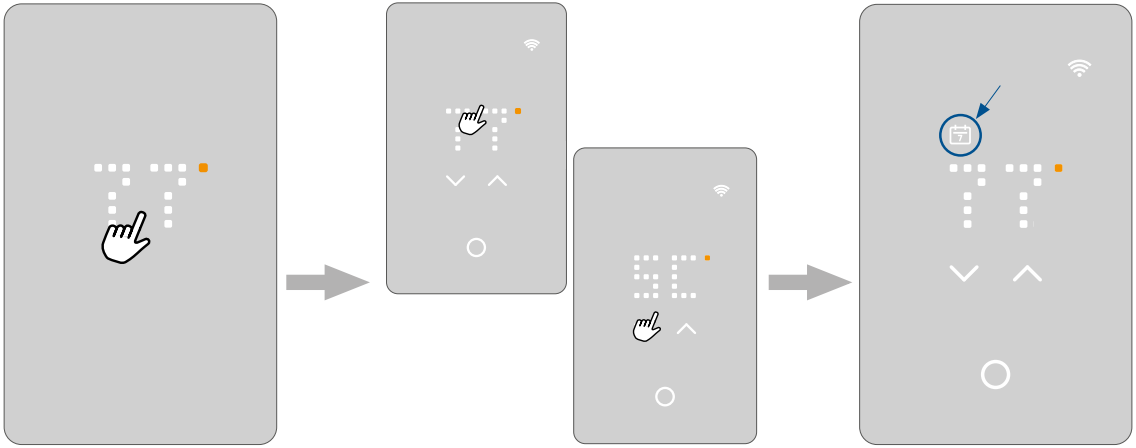


© 2025 OJ Electronics A/S

Back to Contents

5. HOW TO TURN A SCHEDULE ON AND OFF

If the thermostat is regulating heating according to a schedule, the schedule icon will be visible on the home screen: .
If you change the temperature while the schedule is activated, this adjustment will only apply until the next scheduled temperature change. The schedule can be activated or deactivated on the thermostat.



In the screen saver mode, touch the **temperature area** to wake up the thermostat. The home screen will appear.

Press and hold the **temperature area** for three seconds. The schedule abbreviation will appear and the text SCHEDULE ON will scroll across the screen.

The thermostat will now follow the schedule and the schedule icon will be visible.

To deactivate the schedule, follow the same procedure; the schedule icon will turn off and screen will say SCHEDULE OFF.

© 2025 OJ Electronics A/S

Back to Contents

5.1 PRESET SCHEDULE

The schedule is preset based on which sensor is selected.

The schedule can be changed via the app.

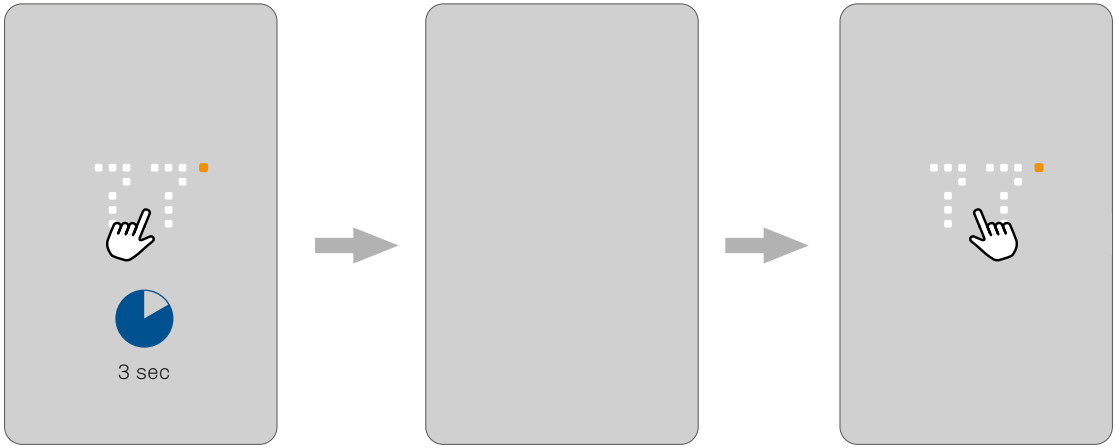
Preset schedule		
Monday – Friday	**Room sensor**	**Floor sensor or room sensor with floor limit**
06:00 am – 09:00 am	21°C/70°F	28°C/82°F
09:00 am – 05:00 pm	16°C/62°F	23°C/74°F
05:00 pm – 11:00 pm	21°C/70°F	28°C/82°F
11:00 pm – 06:00 am	16°C/62°F	23°C/74°F
Saturday – Sunday	**Room sensor**	**Floor sensor or room sensor with floor limit**
08:00 am – 11:00 pm	21°C/70°F	28°C/82°F
11:00 pm – 08:00 am	16°C/62°F	23°C/74°F

© 2025 OJ Electronics A/S

Back to Contents

6. HOW TO TURN OFF THE DISPLAY

In the screen saver mode, the display can be turned off completely.
PLEASE NOTE: This can only be done in the screen saver mode.



In the screen saver mode, press the **temperature** area for three seconds and the screen will turn off.

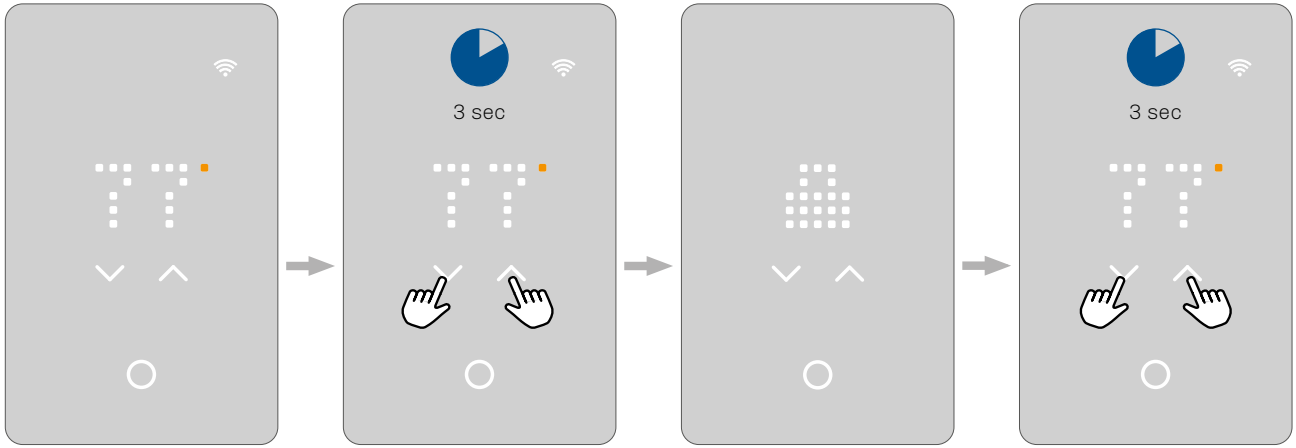
Touch the **screen** to turn on the display in the screen saver.

© 2025 OJ Electronics A/S

Back to Contents

7. HOW TO LOCK THE SCREEN

The screen lock prevents children or others from tampering with the thermostat and changing any of its settings.



In the screen saver mode, touch the **temperature area** to wake up the thermostat. The home screen will appear.

Press both **arrows** simultaneously for three seconds to lock the screen.

The screen will show a lock icon and return to screen saver mode.

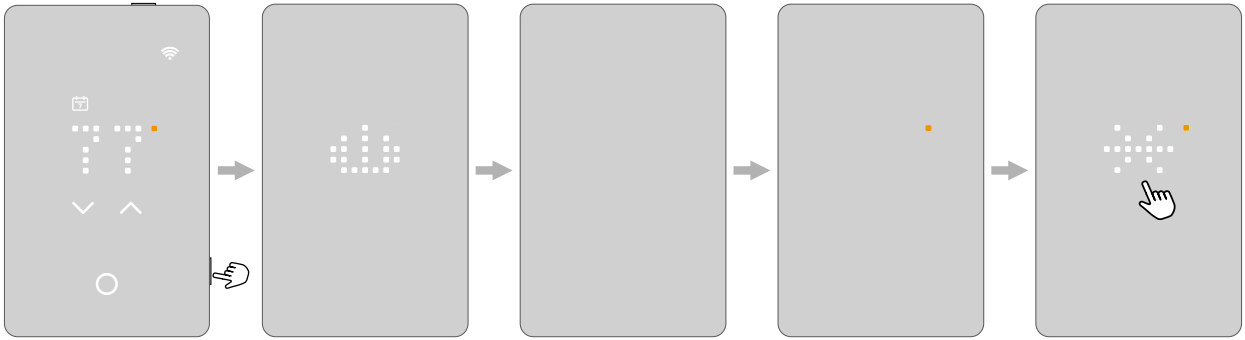
Repeat this process to unlock the screen.

© 2025 OJ Electronics A/S

Back to Contents

8. STANDBY AND FROST PROTECTION

You have the option of setting the thermostat in standby mode so that only frost protection is activated. All other functions in the thermostat are switched off. Frost protection means that the thermostat activates the heating when the sensor measures a temperature at the minimum limit.



Press the **side button** for a moment to activate standby mode

The thermostat will show the standby icon for three seconds, then the icon will fade out. The thermostat is now on standby.

Standby and frost protection is active*. The orange dot is visible on the standby screen when frost protection is enabled and active.

*Frost protection is enabled in the app.

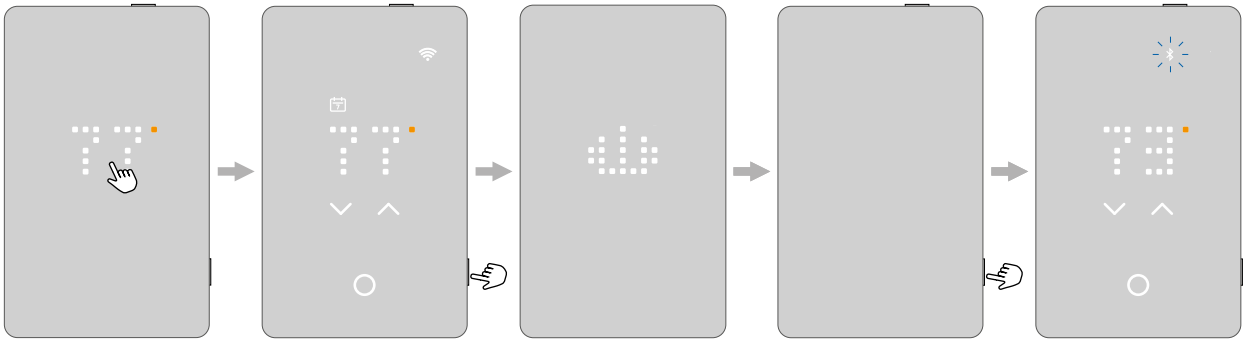
If frost protection is enabled and active and the user touches one of the **touch areas**, the screen will show a snowflake for a few seconds, followed by the text FROST PROTECTED, followed by the standby icon. This will fade out and go back to standby mode.

© 2025 OJ Electronics A/S

Back to Contents

9. HOW TO CONNECT WITH BLUETOOTH

To connect with Bluetooth, follow the instructions in the UWG5® app.
To establish a connection, Bluetooth pairing mode must be activated on the thermostat.



Wake up the thermostat by touching the **screen.**

Press the **side button** for a moment to activate standby mode.

The thermostat will show the standby icon for three seconds, then the icon will fade out. The thermostat is now on standby.

Press the **side button** to deactivate standby mode and activate Bluetooth pairing mode.

Bluetooth pairing mode is now activated (blinking Bluetooth icon) and you can continue in the app.

© 2025 OJ Electronics A/S

Back to Contents

10. THE APP

The OJ Microline® UWG5® app is a tool that enables you to control and optimize your floor heating system effortlessly. No matter where you are, you can easily **view and set temperatures**, **customize your heating schedule, put your system in vacation mode, and track your energy usage**. Save money on your heating bill and enjoy a comfortable home with this intuitive, user-friendly app.

Take full control of your OJ Microline® UWG5® thermostat with our app. Manage and customize your thermostat settings easily to achieve the perfect level of comfort while keeping track of all the data you need.

Download the UWG5® app from Google Play or the Apple App Store and follow the app guide for setupto get started.

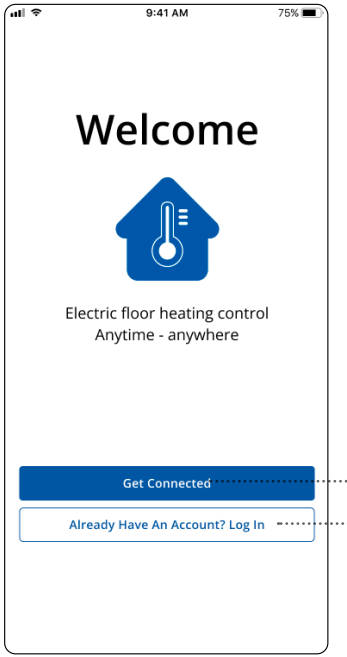
Apple App Store
• IOS (version 14 or higher)

Google Play
• Android (version 8 or higher)

© 2025 OJ Electronics A/S

Back to Contents

10. THE APP



First time you use the app
When you use the app for the first time, you will be guided through a setup process. This will involve creating a user, adding the thermostat via Bluetooth, and connecting to a WiFi network.

Log in with an existing account
If you are an existing user, you can log in to control your thermostats.

Bluetooth control only
Control your thermostats without an account or WiFi connection.

© 2025 OJ Electronics A/S

Back to Contents

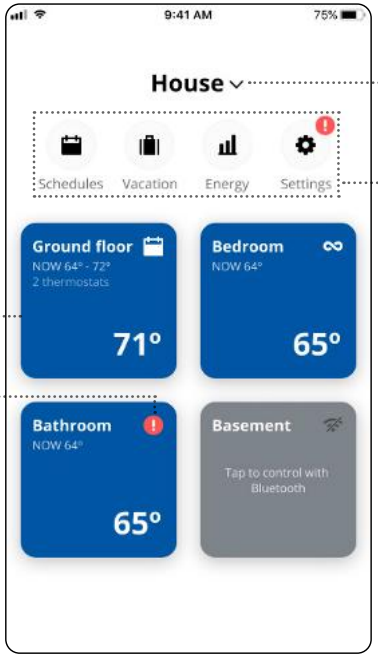
10. THE APP

Tiles/zones
Here you have an overview of the thermostats that are in the selected building. Go into the individual thermostat or zones to:

- see the current temperature,
- see the selected temperature,
- see if the schedule is activated,
- see if there are any notifications.

Notification of update or error
The red exclamation mark can mean two things:

- There is a software update available. Follow the guide in the app to install the update.
- There is an error on the thermostat. Go to the error description section and follow the instructions for the error in question.



Building
Select the building you want to see in the overview, e.g. main house, guest house, or a another building.

Schedules
Set up your thermostat to turn on your underfloor heating system during preset periods. You can easily use and customize one of the predefined schedules, or you can create your own schedule.

Vacation mode
Here you can set or plan the temperatures you want to maintain while you are on vacation.

Energy
Here you have an overview of your energy consumption for each thermostat.

Settings
Here you can change the settings for the app, the thermostats, or the user profiles. This is where you can access notifications and software updates.

© 2025 OJ Electronics A/S

Back to Contents

11. SMART HOME CONNECTIVITY WITH ALEXA

When you have successfully set up a WiFi connection and connected your thermostat to the app, you can connect your thermostat to an Amazon Alexa home system. This allows you to voice control your thermostats collectively or individually.

Connecting to your Amazon Alexa home system
Requirements for setup: An Amazon account connected to the Amazon Alexa app and an account for your thermostat.

1. Open your thermostat app on your smartphone / tablet and go to **Settings → My account.**
2. Click on **Alexa** to start linking your thermostat account and Alexa account.
3. Click **Open Alexa** in the screen that shows the required Alexa skill → **MORE** → **SKILLS** → Search "**UWG5**" and select **UWG5 Microline**.
4. Press **ENABLE TO USE** – you will now be transferred to the login page for your thermostat.
   If you have already linked your Alexa and thermostat account, **ENABLE TO USE** will not be displayed.
5. Use your login information for the **UWG5 MICROLINE** application. Once you have entered your account, Alexa will ask for permission. Press **YES – ALLOW**.
6. When Alexa has created a link to the **UWG5 MICROLINE** application, press **CLOSE** and complete the guide.

Your can also link your Alexa account and your thermostat account via the Alexa app.

7. Open the **Alexa app** and go to **Devices**.
8. Open the **Devices** page/tab.
9. Press the **+** icon and select **Add Device**.
10. Search for **UWG5** in the search field. No results will show. Click the link "**Go to the skill store**" and click on the **UWG5 Microline** skill item.
11. Go to step 4 above.

The connection to your Amazon Alexa home system has now been established. See part 2/2 for voice commands.

© 2025 OJ Electronics A/S
Back to Contents

11. SMART HOME CONNECTIVITY WITH ALEXA

Disconnecting from your Amazon Alexa home system

1. Open the Amazon Alexa app on your smartphone/tablet.
2. Press **DEVICES**.
3. Press the group containing the thermostat you want to disconnect.
4. Select the thermostat you would like to disconnect.
5. Press the settings symbol in the top right-hand corner.
6. Press the delete symbol in the top right-hand corner and confirm that you would like to disconnect.

Your thermostat has now been disconnected from your Amazon Alexa device.

Voice commands
When your thermostats are connected to your Amazon Alexa home system, they can be voice controlled, either collectively or individually.

Below are some examples of voice commands:

Set an exact temperature:
"Alexa, set the **LIVING ROOM** to 20 degrees"

Read out a temperature:
"Alexa, what is the temperature in the **OFFICE**?"

Increase/decrease the temperature:
"Alexa, increase/decrease the temperature in the **BEDROOM** by 4 degrees"
"Alexa, increase/decrease the temperature on **ALL THERMOSTATS**"

© 2025 OJ Electronics A/S
Back to Contents

12. SMART HOME CONNECTIVITY WITH GOOGLE

When you have successfully set up a Wi-Fi connection and connected your thermostat to the app, you can connect your thermostat to a Google Home system.
This allows you to voice control your thermostats together or individually.

Connecting to your Google Home System:

Requirements before set up:

1. A Google account connected to the Google Home app.
2. Open the Google Home app on your smartphone or tablet.
3. At the top left, tap **"ADD" - "SET UP DEVICE" - "WORKS WITH GOOGLE"**
4. Search for **"UWG5 MICROLINE"** and choose **"UWG5 MICROLINE"** from the results.
5. Follow the in-app steps to complete setup
   a. Sign into the app with your login information.
   b. Read and accept the grants page.
   c. Your thermostat should now appear as available to be linked to google Home
   d. Choose the thermostat and click **"NEXT"** on the bottom right corner.
   e. Select a name/location for your thermostat and click **"NEXT".**

Your thermostat is now set up and you can try different commands using the thermostat name/location that you chose in the Google Home app.

© 2025 OJ Electronics A/S
Back to Contents

12. SMART HOME CONNECTIVITY WITH GOOGLE

Disconnecting the thermostat from your Google Home system

1. Open the Google Home app on your smartphone/tablet.
2. Press the name/location of the thermostat you want to disconnect.
3. Press the settings symbol in the top right-hand corner.
4. Press **UNLINK UWG5 MICROLINE**.
5. Press **UNLINK**.

Your selected thermostat has now been disconnected from your Google Home system.

Voice commands
When your thermostats are connected to your Google Home system, they can be voice controlled, either collectively or individually. Below are some examples of voice commands:

Set an exact temperature:
"Hey Google, set the **LIVING ROOM** to 20 degrees"
"Hey Google, set **ALL THERMOSTATS** to 20 degrees"

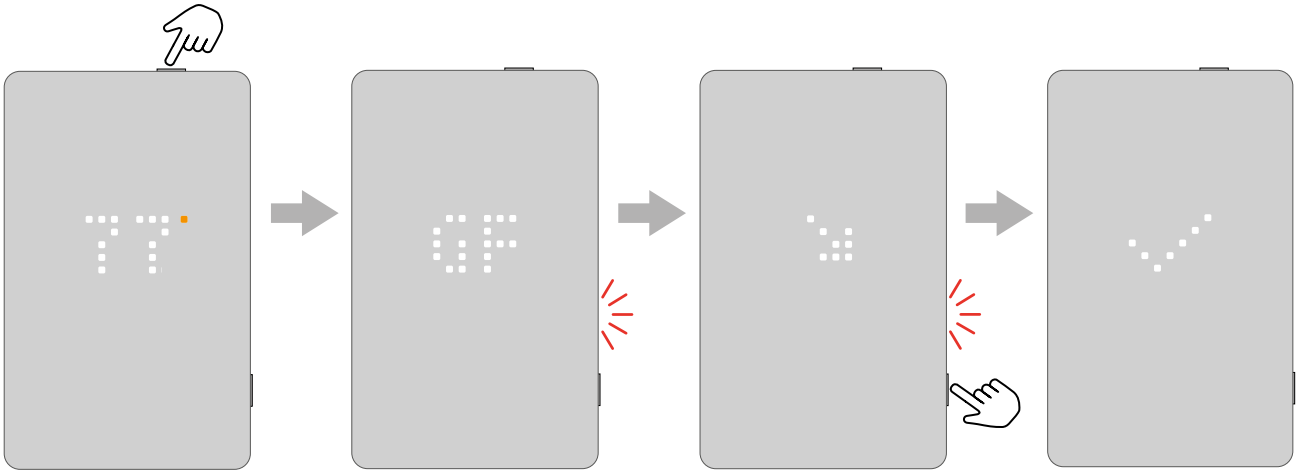
Read out a temperature:
"Hey Google, what is the temperature in the **OFFICE**?"
"Hey Google, what is the temperature on **ALL THERMOSTATS**?"

Increase/decrease the temperature:
"Hey Google, increase/decrease the temperature in the **BEDROOM** by 4 degrees"
"Hey Google, make the **BEDROOM** warmer"
"Hey Google, increase/decrease the temperature on **ALL THERMOSTATS**"

© 2025 OJ Electronics A/S
Back to Contents

13. GFCI TEST

The GFCI thermostat has a built-in GFCI that ensures personal safety in the event of ground faults.
It is important that the GFCI is tested monthly.
Installation and use must be in line with national and local regulations.



Press the **top button** to test the GFCI relay.

The red light on the side will flash and the text ↘ GFCI TRIPPED PRESS TO RESET will scroll across the screen. Press the **side button** for a moment to reset.

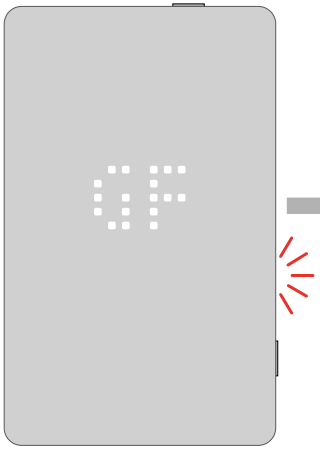
A check mark will appear to show that the GFCI has been reset and is working correctly. Normal operation then continues.

© 2025 OJ Electronics A/S

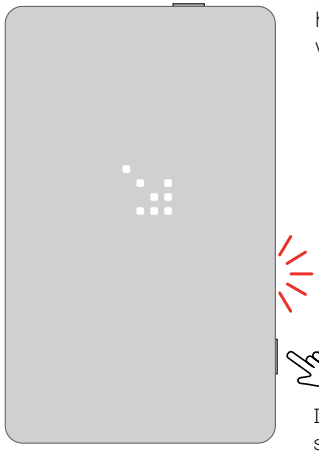
Back to Contents

13.1 GFCI ERROR – RELAY TRIPPED

When the GFCI relay has been triggered due to an electrical fault, the red light on the side will flash and the text GFCI TRIPPED PRESS ↘ TO RESET will scroll across the screen.

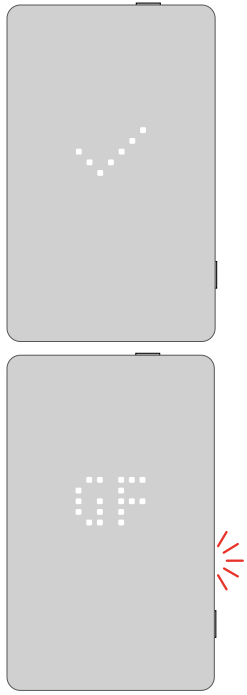


The red light on the side will flash and the text ↘ GFCI TRIPPED PRESS TO RESET will scroll across the screen.



Press the **side button** for a moment to reset.

A check mark will appear to show that the GFCI has been reset and is working correctly.



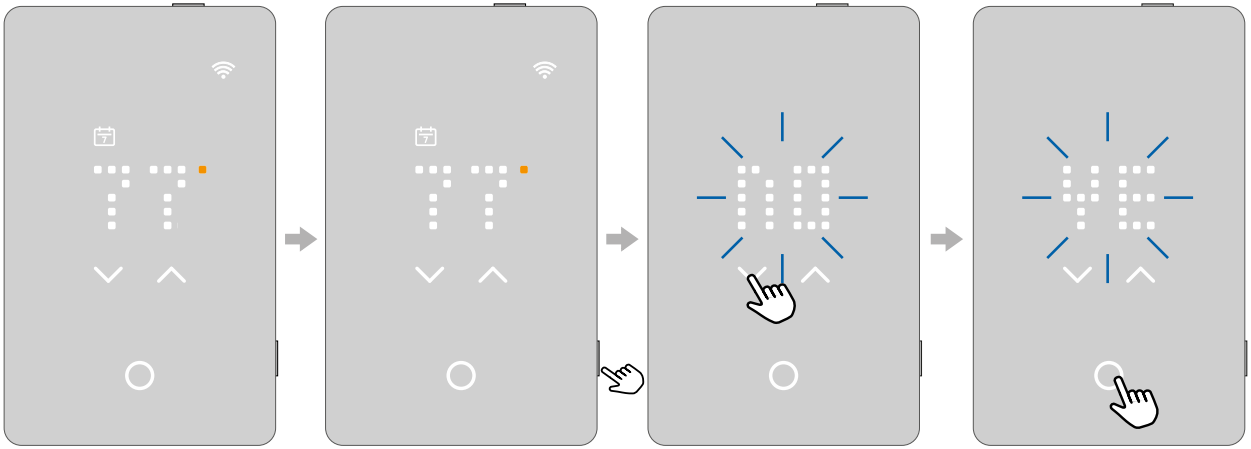
If the test fails, the screen will return to the ↘ GFCI TRIPPED PRESS TO RESET display. This will continue if the cause of the tripped relay has not been resolved. Go to the error pages or look in the app for further details

© 2025 OJ Electronics A/S

Back to Contents

14. HOW TO PERFORM A FACTORY RESET ON THE THERMOSTAT

This option allows you to restore the thermostat to factory settings.
PLEASE NOTE: This action cannot be undone and all of your personal settings will be lost.



In the screen saver mode, touch the **temperature area** to wake up the thermostat. The home screen will appear.

Press the **side button** for 15 seconds.

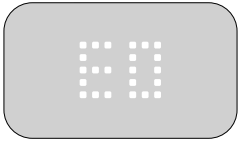
The text RESET -NO- will scroll from right to left. Use the **up and down arrows** to switch to RESET -YES-.

Tap the **select/accept button** to confirm.
A reset has been performed.

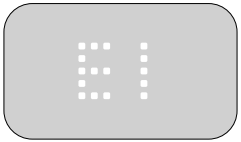
© 2025 OJ Electronics A/S

Back to Contents

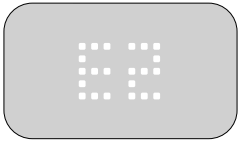
15. ERRORS AND INDICATIONS



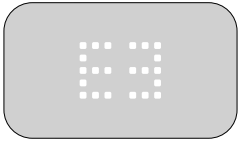
E0
Internal failure.
The thermostat is defective.
Contact your contractor. The thermostat must be replaced.



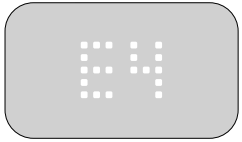
E1
Internal sensor defective or short-circuited.
Contact your contractor. The thermostat must be replaced.



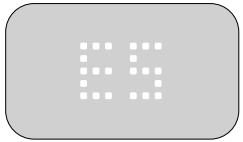
E2
External wired floor sensor disconnected, defective, or short-circuited.
Contact your contractor for reconnection or a replacement.



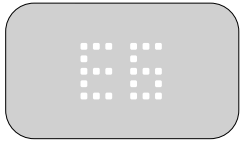
E3
Internal compensation sensor defective.
Contact your contractor for a replacement.



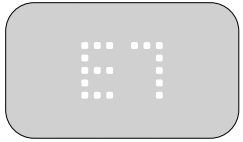
E4
Bootloader error – update failed.
Contact your contractor for a product replacement.



E5
Internal overheating.
Contact your contractor to arrange an inspection of the installation.



E6
Communication error – wireless chip not working.
Contact your contractor for a product replacement.



E7
GFCI Triggered.
The installation must be inspected.

© 2025 OJ Electronics A/S

Back to Contents

15. ERRORS AND INDICATIONS



Turned off
Not connected to WiFi



Turned on
Connected to WiFi



Blinking slowly
WiFi router not available. See error E8



Blinking quickly
Cloud system not available. See error E9



Blinking twice, then pausing and repeating
Authentication to cloud failed



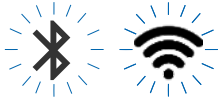
Turned off
Bluetooth not paired



Turned on
Bluetooth connected



Blinking slowly
Bluetooth pairing mode



Both blinking quickly
Wireless chip broken. See error E6



Both blinking twice, then pausing and repeating
Firmware update in progress

© 2025 OJ Electronics A/S

Back to Contents

16. TROUBLESHOOTING

I can't connect to my wireless network	
Problem	Solution
My WiFi network does not appear in the list of available networks	If the network name contains a comma (,), quotation marks ("), or a semicolon (;), the specific network cannot be found and will therefore not appear in the dropdown list. You can still enter the network name manually and connect to it, even if it contains these characters.
Insufficient WiFi signal	Try connecting another device, such as your mobile phone, to your wireless network. Stand next to your WiFi Touch Thermostat and access your phone's wireless network settings. If the wireless network signal cannot be detected by your phone, or is very weak, other devices may also have trouble connecting to the network from that area of your home. You may be too far away from your WiFi router or there may be a problem with it. If you are too far away from your WiFi router, you can purchase a WiFi signal repeater, which will improve the range of the WiFi signal in your home for all devices.
Your WiFi router has insufficient security	With so many home devices now connected to the Internet, we want to make sure that your WiFi Touch Thermostat is connected to a secure network so that hackers cannot gain control of devices in your home. WiFi routers uses two main types of protective encryption: WEP and WPA. WEP is the original form of encryption and it offers very little security. Hackers can very easily break into your wireless network if your router is set up for WEP encryption. WEP encryption was replaced with WPA encryption in 1999 and WPA2 in 2006. WPA is a security protocol that makes it much more difficult to break into networks. Your WiFi Touch Thermostat currently supports WPA and WPA2 encryption only. If your router was manufactured after 2003, you should be able to change the setting from WEP to WPA by following the guide in this link: http://www.tech-faq.com/how-to-change-wep-to-wpa.html. Your WiFi Touch Thermostat can still control your floor heating system without a wireless network connection. As the best course of action, CosyFloor recommends that you upgrade your security settings to properly protect your network from hackers. If that is not possible, contact your network administrator.
I cannot connect to my WiFi router even though there is a good signal	Some WiFi routers limit the number of wireless devices that can connect to the Internet. To test whether this is the problem, shut down one of the other WiFi-enabled devices in your home. Once that device is completely shut down, try once again to connect your WiFi Touch Thermostat to the network. If the WiFi Touch Thermostat connects successfully, consult the documentation for your access point or contact your Internet Service Provider (ISP) to find out if you can increase the number of simultaneous connections to your WiFi network.

© 2025 OJ Electronics A/S

Back to Contents

16. TROUBLESHOOTING

I can't connect to my wireless network	
Your WiFi router may require a restart/reboot	The problem might be with your router (even if your other wireless devices are still connected). Simply restarting the router will usually resolve such problems. While most routers simply have to be unplugged and then plugged back into their power source to restart them, you should refer to the documentation for your router for specific instructions.
Your WiFi router firmware may need to be updated	Contact your ISP or the router manufacturer for instructions on how to update the firmware.
Other devices are interfering with the wireless signal	Try turning off other wireless devices (Bluetooth, WiFi, wireless phones/cameras) that may cause interference, then test the WiFi Touch Thermostat's network connection.
Your WiFi Touch Thermostat needs a user reset	See the section about performing a factory reset.

© 2025 OJ Electronics A/S

Back to Contents

16. TROUBLESHOOTING

BLUETOOTH CONNECTION	
I can't pair my new phone with the thermostat	• Make sure the thermostat is in paring mode. Turn the thermostat off and on again using the button on the right-hand side of the thermostat. Make sure that you can then see a blinking Bluetooth icon in the top right corner. • Make sure you have the latest version of the app. • Make sure that Bluetooth® is enabled on your mobile device.
I have lost the connection to my thermostat or it times out while I am trying to pair it	1. Restart your mobile device. 2. Go to the Bluetooth settings on your mobile device and remove the Bluetooth pairing. Then restart your mobile device. 3. In the UWG5 app, go to the Bluetooth connection screen and remove the thermostat by pressing and holding on it. Restart the UWG5 app and try pairing again.
The phone is paired, but I can't access the thermostat	1. Close the UWG5 app. 2. Turn the thermostat off and on again using the button on the right-hand side of the thermostat. 3. Open the UWG5 app and connect again.
I have multiple phones paired to the thermostat and now one of them won't communicate with the thermostat	Make sure that no Bluetooth connections to other mobile devices are active. Only one active Bluetooth connection can be established at a time. To close the Bluetooth connection to a thermostat, you need to close the UWG5 app. Try removing the thermostat from the Bluetooth menu and pairing it again.

© 2025 OJ Electronics A/S

Back to Contents