

**ATAG**  
HEATING TECHNOLOGY



**ATAG** One<sup>zone</sup> - Quick start guide





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# Overview

**The ATAG ONE<sup>Zone</sup> allows you to start, stop and check your domestic heating and water anytime, anywhere using your smart phone or PC.**

Thank you for choosing the ATAG ONE<sup>Zone</sup>. This allows you to start, stop and check your domestic heating and water anytime, anywhere using your smart phone or PC.

The ATAG ONE<sup>Zone</sup> constantly monitors your energy consumption – to help cut your gas bills – and notifies you about any boiler problems.

Also, when the remote service function is activated, the ATAG service centre will be able to resolve most problems remotely. They can be contacted on **0800 680 0100**.

This document is designed to help your installer and you to have the ATAG ONE<sup>Zone</sup> up and running as fast as possible. It describes how the ATAG ONE<sup>Zone</sup> should be installed and activated.

**Further details on all aspects of installation, registration and usage can be downloaded from our website:**

**[www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone) or alternatively  
call our support team on 0800 680 0100**



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# Safety & disposal

The safe use of the **ATAG ONE<sup>Zone</sup>** is dependent on adherence to the following:

- ✓ Installation and servicing should only be carried out by a qualified technician.
- ✗ Do not use the appliance for any purpose other than normal domestic use.
- ✗ Do not remove the appliance from its installation location.
- ✗ Do not use solvents or aggressive detergents to clean the appliance.
- ✓ During cleaning and maintenance, isolate the appliance from the mains.

## Disposal

Electrical or electronic devices that are no longer serviceable must be collected separately and sent for environmentally compatible recycling (in accordance with the European Waste Electrical and Electronic Equipment Directive 2012/19/EU).

The barred wheeled bin symbol appearing on the appliance or on its packaging indicates that the product must be collected separately from other waste at the end of its useful life. The user must therefore deliver the decommissioned product to an appropriate local facility for separate collection.



# The ATAG ONE<sup>Zone</sup>

The ATAG ONE<sup>Zone</sup> is simple to use as shown below:



The diagram shows a black ATAG ONE<sup>Zone</sup> thermostat with a color display. The display shows the time 20:30, a Wi-Fi signal, a flame icon, a battery level icon, a large temperature of 20.0, a weather icon, a clock icon, and a setpoint of 20.5. Below the display are three touch-sensitive buttons: a left arrow, a central blue square, and a right arrow. Blue lines connect these elements to callout boxes on the right.

**Display:**

- Actual room temperature
- Room temperature setpoint

**Right arrow:**

- Increase a value
- Scroll down

**Central button (blue):**

- Confirm a prompt or selection
- Blinking light: error or battery in charge
- Press & hold to return to home screen

**Left arrow:**

- Decrease a value
- Scroll up



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Alternatively call our support team on 0800 680 0100

# The ATAG ONE<sup>Zone</sup>

The ATAG ONE<sup>Zone</sup> on screen symbols:

Symbol	Description	Symbol	Description
	WiFi signal/ activity		Zone mode: override
	Winter		Holiday function enabled
	Summer		Flame present indication
	Heating only		Outdoor temperature
	Cooling mode active		Internet weather condition
	System mode: OFF		Error indication
	Zone mode: schedule		Screen locked
	Zone mode: manual		Resistance (Heat pump)

Installing the ATAG ONE<sup>Zone</sup> is quick and easy; it takes just 3 steps:

1

ATAG ONE<sup>Zone</sup> installation

2

Account registration

3

Online product activation

# Installation

## Positioning

The ATAG ONE<sup>Zone</sup> is impacted by room temperature so care must be taken to position it away from anything that is likely to give a misrepresentative reading about the room temperature, such as from heat sources, draughts, windows and doorways.

It should be installed approximately 1.5m above the floor level.



**WARNING!** Installation should be performed by a qualified technician.

## Securing the ATAG ONE<sup>Zone</sup>

Before making any connections, use the external double-pole switch to shut off electrical power to the boiler.

See diagram on page opposite (page 9).

**A**

Secure the ATAG ONE<sup>Zone</sup> base plate (A) to the wall and connect the pair of wires to the terminal clamp to hook the boiler up via the BUS.

**B**

Fit the battery in its compartment (B).

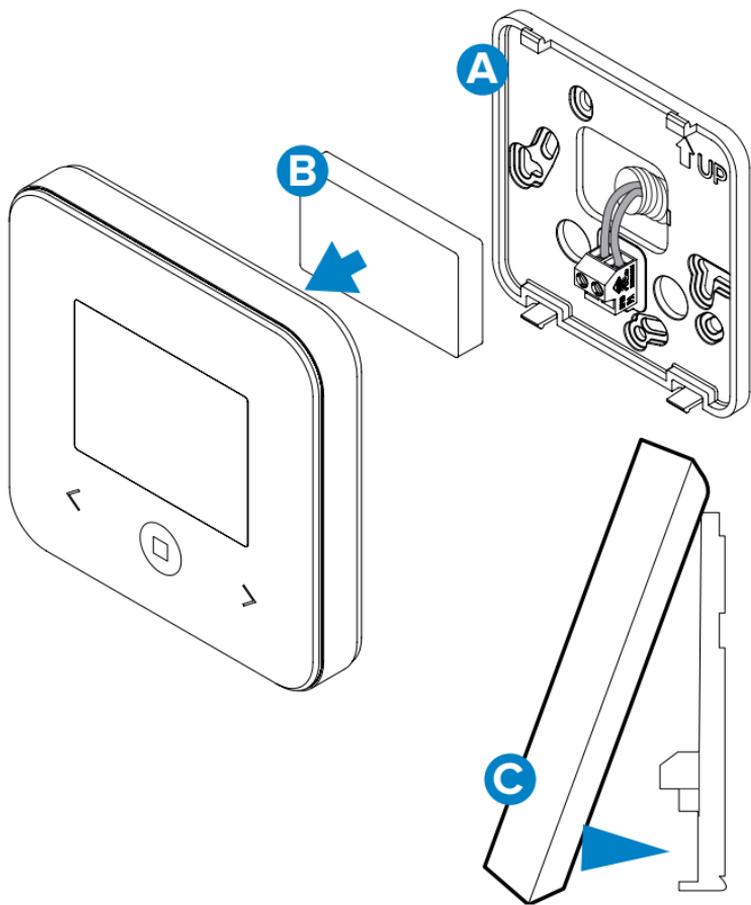
**C**

Reattach the ATAG ONE<sup>Zone</sup> to its base plate (C) by pushing it carefully downwards.



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Alternatively call our support team on 0800 680 0100



# Account registration

To register your account:



- 1 Download the ATAG ONE<sup>Zone</sup> app from the Google Play Store or Apple Store
- 2 Open the app
- 3 Enter the requested information
- 4 You will receive a welcome email – click on the link in the email to activate



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Further information can be found including a “how to” video “Setting up an ATAG ONE Zone user account”

O2-UK

**ATAG** zone

12:01

# ATAG

*Username (Email)*

*Password*

*Login*

*Forgot password?*

**REGISTRATION**

# Online product activation

## Connecting the ATAG ONE<sup>Zone</sup> controller to the internet

After you have installed the product, turn on the power. ATAG ONE<sup>Zone</sup> turns on and the display reads “Select language”; follow the step-by-step instructions for the basic settings until you are prompted to configure the Wi-Fi network.

**NOTE:** If the Wi-Fi connection was not configured during the first start up then go to the Connectivity menu.

Select “ON/OFF WI-FI NETWORK” and select “ON”. Then select the new menu option called “NETWORK CONFIGURATION” and follow the step-by-step instructions.

### Basic settings:

Once installed, turn on the power. You will be asked to “Select a language” and then follow the step-by-step instructions for the basic settings.



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Further information can be found including a “how to” video “How to connect an ATAG ONE Zone controller (2019 onwards)”



## Connection to the phone app

Open the app, login with the previously created account and follow the guided procedure. The app for iOS will proceed with the Apple HomeKit connection procedure and then automatically return to the app.

**The product is correctly connected to the internet and registered when:**

- ✓ The connection to the router and internet is successfully displayed on the ATAG ONEzone
- ✓ The app displays a message confirming that the product has been successfully registered;
- ✓ The “📶” icon appears permanently on the ATAG ONEzone screen



You can now control your ATAG ONEzone system remotely using the smartphone app or via the web portal [my.atag.zone](http://my.atag.zone)



[my.atag.zone](http://my.atag.zone)



Open the ATAG zone app, without logging in, and follow the guided procedure.



The iOS operating system will automatically suggest the next steps required to connect the product to the internet.



**WARNING!** After confirming the procedure, your device (smartphone, PC, tablet ...) will automatically disconnect from the Remote GW Thermo network; an error page may appear in the browser window that can be ignored.

# Troubleshooting connectivity issues

If the configuration is not successful, ATAG ONEZone will display the “” icon. (Note: the network configuration must be repeated every time you make a change to the internet network in your home (change of password, operator, router)).

**If the configuration is not successful, take the following steps:**

- 1** Check your WiFi signal is sufficiently strong at the location of your ATAG ONEZone
- 2** Ensure your phone is connected to the WiFi router
- 3** Reset your WiFi router following your providers instructions
- 4** Repeat the configuration steps above



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

If these steps do not resolve the issue, more in-depth troubleshooting advice can be found online

# Settings

User profile >

Service Centre Profile >

Currency settings >

Measurement units >

RESET STATISTICS

Multi-Appliance Management

Error History >

Advanced Diagnostics >

Log Out



# Setting a time schedule or clock programme

## Connection to the phone app

Open the app, login with the previously created account and follow the guided procedure. The app for iOS will proceed with the Apple HomeKit connection procedure and then automatically return to the app.

The ATAG ONE<sup>Zone</sup> offers three options for heating:



“Schedule” – setting heating programmes for agreed times



“Manual” – overriding a programme. Manually set temperatures remain in place 24/7



“Fireplace” – this takes account of a fire or log burner being in the same area as the thermostat. It ensures that the remaining rooms continue to be heated to the agreed temperatures



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Further information can be found including the “how to” video “Setting your heating with the ATAG ONE Zone controller”



Operation Modes

Schedule

Manual

Fireplace

Cancel

ATAG

20:30

20.0°

10° 20.5°



The options can be found on the middle icon at the bottom of the display panel.

# Warranty

This product is covered by the Conditions of Sale and Warranty of all ATAG products from ATAG Heating Technology UK Ltd. This product falls into the category of “Accessories”.

This product has a 10 year warranty on the component as of the original purchase date/installation date. For the full terms and conditions, visit:



# Privacy

If you choose to use this product with the associated online services, additional terms of use and a privacy policy apply. You will be asked to review these documents when registering your ATAG zone account at:



[my.atag.zone](https://my.atag.zone)

# Contact details

## ATAG ONE<sup>Zone</sup> contact details

For more information about ATAG services and support, please contact us on:

Tel: **0800 680 0100** Email: **[info@atagheating.co.uk](mailto:info@atagheating.co.uk)**



Visit: [www.atagheating.co.uk/contact](https://www.atagheating.co.uk/contact)

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**[www.atagheating.co.uk/contact](http://www.atagheating.co.uk/contact)**



**T: 0800 254 5061 | [www.atagheating.co.uk](http://www.atagheating.co.uk) | [@atagheating](https://twitter.com/atagheating) | [@ATAGHeating](https://facebook.com/ATAGHeating)**

**1 Masterton Park, South Castle Drive, Dunfermline KY11 8NX**

All descriptions and illustrations provided in this booklet have been carefully prepared but we reserve the right to make changes and improvements in our products which may affect the accuracy of the information contained in this booklet.

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