

°STELPRO

# MAESTRO™

ORCHESTRATING COMFORT

## USER GUIDE



**SMART CONTROLLER • THERMOSTAT**

Model: SMC402AD

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# THE 360° COMFORT EXPERIENCE

## CONGRATULATIONS!

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You've chosen to entrust the heating of your home to the MAESTRO smart thermostat. The comfort of your family is now in your hands. Elegant, accurate and highly efficient, your new MAESTRO smart thermostat will help you reduce your energy bill and ecological footprint, so you can do your part for the environment.

Create your own ecosystem in your home and take full control of your comfort with the MAESTRO mobile app.

## CONTROL YOUR COMFORT FROM WHEREVER YOU ARE

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### GROUP ROOMS

You can set up zones in your home to make managing your heating even simpler.

### CREATE PERSONALIZED ACTIVITIES

Planning an in-home workout session or movie night? Create an activity and MAESTRO will adjust the temperature of your rooms at the right time.

### ANTICIPATED START

MAESTRO takes into account the outside temperature to reach the desired temperature at the perfect time.

### GEOFENCING:

### COMFORT FOLLOWS YOU WHEREVER YOU GO

The MAESTRO app adjusts the temperature of your home according to your geographic location, to ensure ideal comfort when you arrive and lowering it when you leave.

### TRACK YOUR ENERGY CONSUMPTION

By giving you access to real-time reports, MAESTRO keeps you informed of your energy consumption, helping you achieve real savings.

## MADE AND DESIGNED FOR CANADA

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Established in Quebec for more than 35 years, the °STELPRO family business understands both the specific needs our climate imposes on us and Canadians' concerns regarding safety and environmental protection.

By choosing MAESTRO by °STELPRO, you're encouraging local innovation and the development of energy efficient products for a better future.

# COMPATIBILITY

Your MAESTRO controller•thermostat can control electric baseboards, convectors and fan-forced heaters.

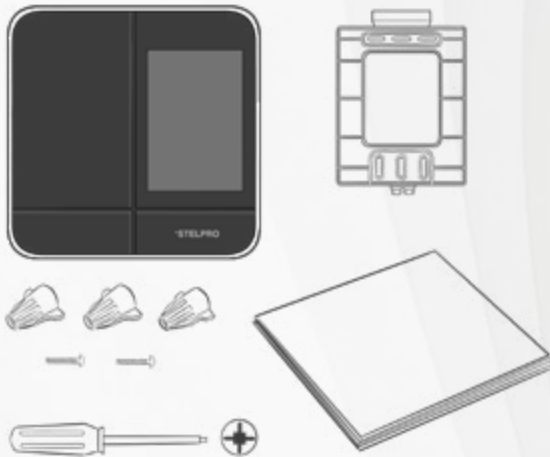
**IMPORTANT:** This controller•thermostat is not compatible with:

- Systems with inductive loads
- Central heating systems
- Systems with resistive loads that are:
  - inferior to 150 W at 120 VAC, 260 W at 208 VAC or 300 W at 240 VAC
  - superior to 2000 W at 120 VAC, 3400 W at 208 VAC or 4000 W at 240 VAC

Your controller•thermostat is compatible with 802.11 b/g/n Wi-Fi networks.

See [page 45](#) for detailed technical specifications of the MAESTRO controller•thermostat.

## WHAT'S IN THE BOX AND TOOLS REQUIRED



- MAESTRO controller•thermostat
- Mounting plate
- Mounting screws (2)
- Caps (3)
- Quickstart guide
- Warning

To install your controller•thermostat, you will need:

- No. 2 Phillips screwdriver

The two required screws are supplied.

# WARNING

Before installing and operating this controller•thermostat, the owner and/or installer must read, understand and follow these instructions and keep them handy for future reference. If these instructions are not followed, the warranty will be considered null and void and the manufacturer deems no further responsibility for this product. Moreover, the following instructions must be adhered to in order to avoid personal injuries or property damages, serious injuries and potentially fatal electric shocks. All electric connections must be made by a qualified electrician, according to the electric and building codes effective in your region.

- Do NOT connect this product to a supply source other than 120 VAC to 240 VAC, and do not exceed the load limits specified.
- Protect the heating system with the appropriate circuit breaker or fuse. You must regularly clean dirt accumulations on the controller•thermostat.
- Do NOT use fluid to clean controller•thermostat air vents.
- Do NOT install controller•thermostat in a wet place or on an external wall. However, installing it in isolated walls is allowed. To avoid any risk of overheating, leave a clearance of at least 30 cm (12 in.) around the controller•thermostat to ensure proper ventilation.
- Make sure that the air vents at the bottom and top of the controller•thermostat housing are clear of any obstruction: blocked air vents can lead to the unit overheating and affect its operation.

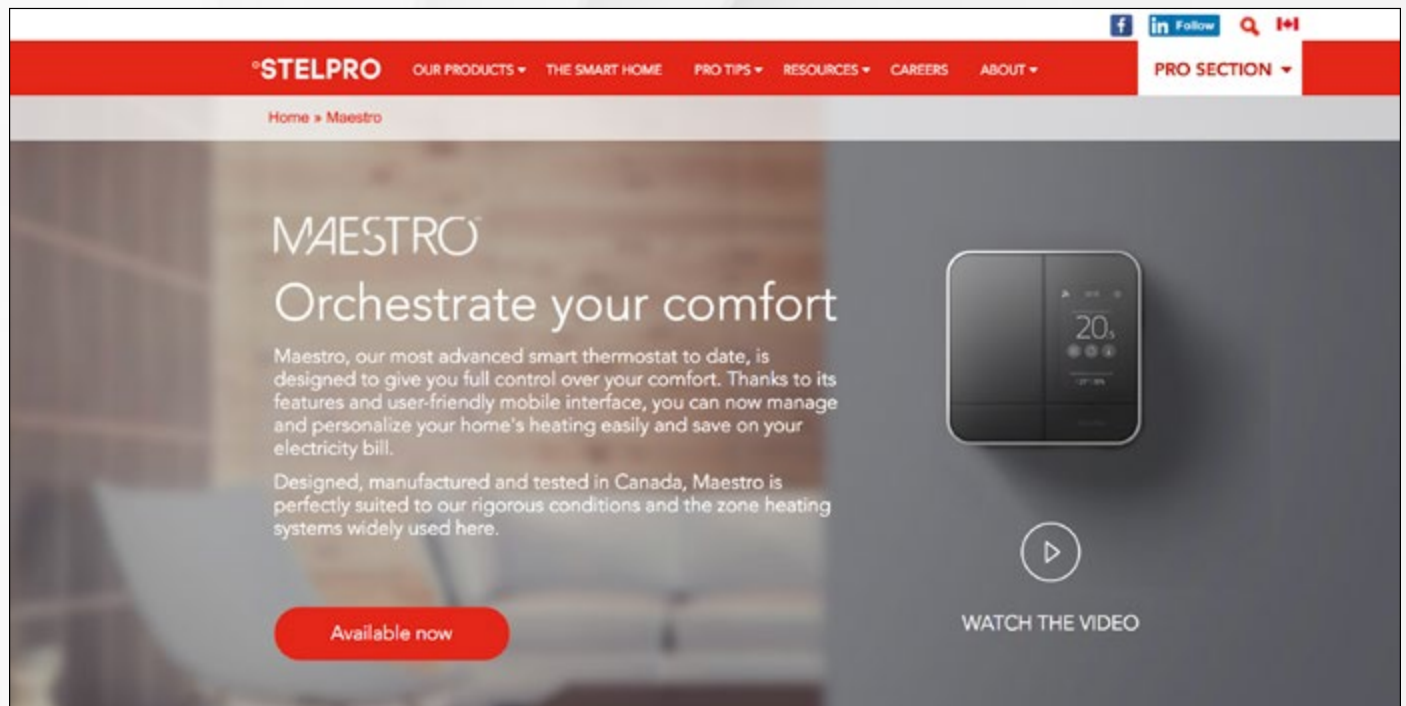
NOTE: °STELPRO reserves the right to modify its product without notice to improve operability. Therefore, the instructions in this user guide may not entirely match all the functions of your controller•thermostat. To obtain the most recent documentation, visit the °STELPRO website.

# BEFORE YOU START

## MAKE THE MOST OF YOUR MAESTRO

The MAESTRO controller•thermostat can function on its own, but it offers more options when used with MAESTRO thermostats and the MAESTRO app. By using the complete MAESTRO system, you'll benefit from maximum comfort, flexibility and energy savings.

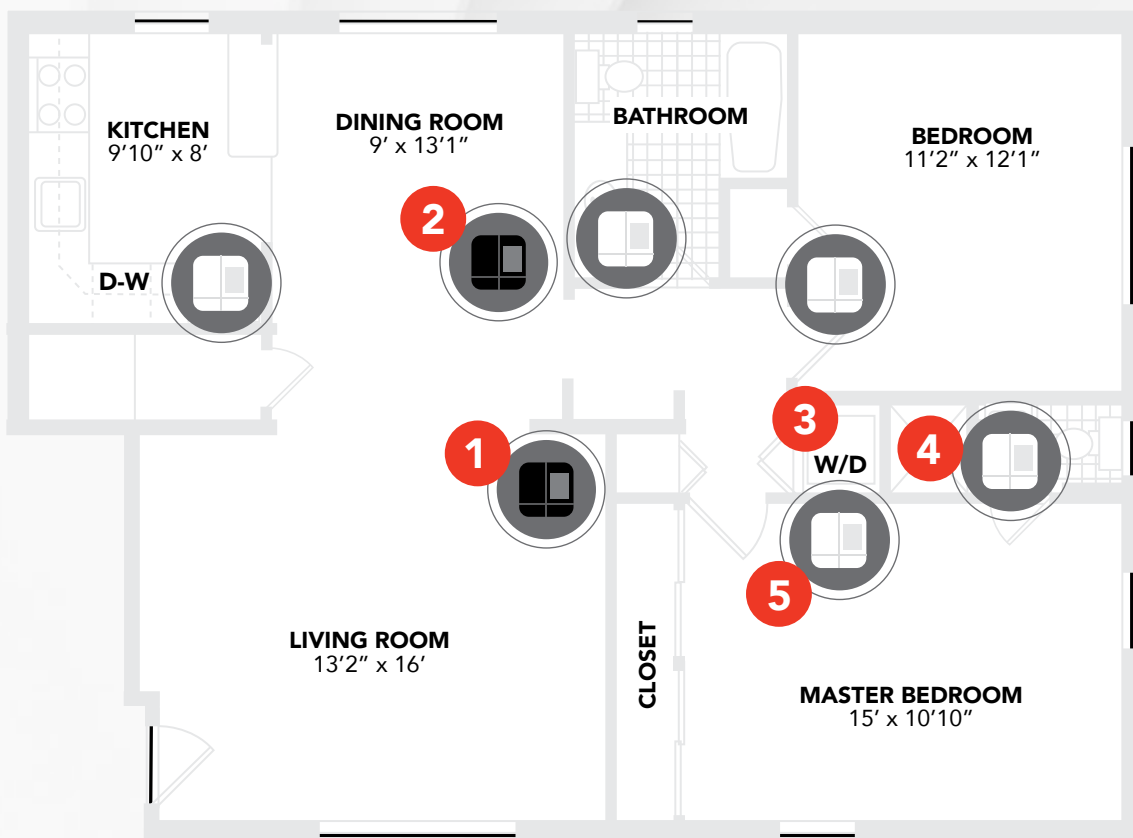
For more information on the MAESTRO system, visit [www.stelpro.com/en-CA/maestro](http://www.stelpro.com/en-CA/maestro)



## WHERE TO INSTALL YOUR MAESTRO CONTROLLER•THERMOSTAT?

A bit of planning will optimize Maestro's mesh network and ensure that devices communicate well. The controller•thermostat allows you to control the other MAESTRO thermostats in your home. Plan to install the controller in a central location. Doing so will facilitate communication with the various rooms.

In this example, the controller could be positioned at the entrance to the living room (1) or dining room (2). The signal may have a hard time getting to the master bathroom as the washer/dryer (3) and shower (4) could be barriers. If a MAESTRO thermostat is placed in the master bedroom (5), it will help relay the signals between the controller and the master bathroom thermostat. Since the controller•thermostat also serves as a thermostat, it will control the temperature of this room.

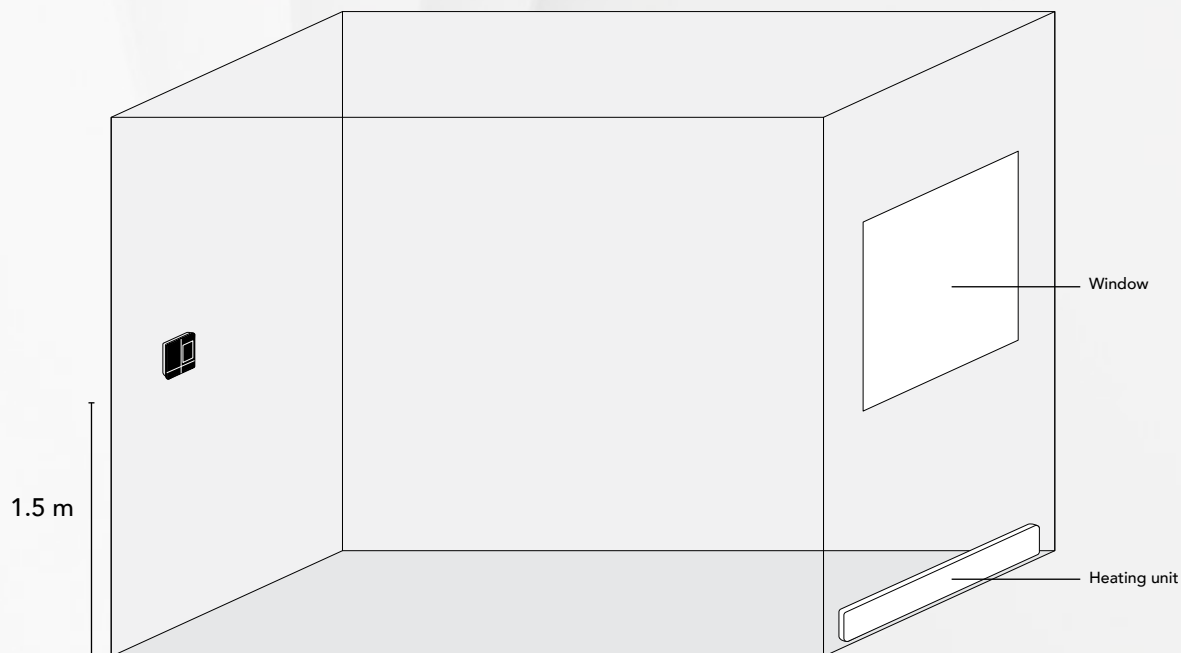


You must install the controller•thermostat at approximately 1.5 m (5 ft.) from the floor, on an indoor wall that faces the heating system. The controller•thermostat must be mounted on an electrical box.

**ATTENTION:** To avoid any risk of overheating, leave a clearance of at least 30 cm (12 in.) around the controller•thermostat to ensure proper ventilation. Also, the front of the unit should be completely clear of any obstruction to ensure optimal functionality. For example, do not install the controller•thermostat behind curtains or furniture.

To avoid getting false temperature measurements, do not install the controller•thermostat in any of the following locations:

- Near a window or close to a door leading outside
- In an area exposed directly to the light or heat of the sun, a lamp, a fireplace or any other heat source
- Near an air outlet
- Near concealed ducts or a chimney
- Where there is poor air flow (e.g. behind a door)
- Where there is a high concentration of dust
- Where there are frequent air drafts (e.g. top of stairs)

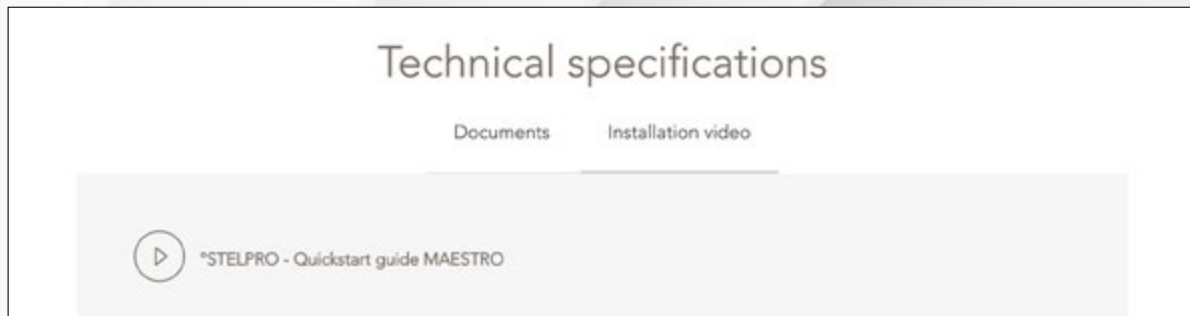




## READ THIS GUIDE AND WATCH THE INSTALLATION VIDEO

Before you start, take a few minutes to carefully read this guide and watch the step-by-step video on installing the MAESTRO controller•thermostat. It will ensure safe and easy installation.

The installation video is at the bottom of this page: [www.stelpro.com/en-CA/maestro](http://www.stelpro.com/en-CA/maestro)



Take full advantage of your MAESTRO controller•thermostat by also using the MAESTRO thermostats and the MAESTRO mobile app. Using the complete MAESTRO system enables you to create your own ecosystem in your home and control it at any time, from anywhere.

## FOUR STEPS TO MANAGING THE COMFORT OF YOUR HOME

### 1 INSTALL YOUR MAESTRO CONTROLLER•THERMOSTAT

Follow the instructions in this guide to install your MAESTRO controller•thermostat. Don't forget that your controller•thermostat also serves as a thermostat for the room in which it is installed.

### 2 INSTALL YOUR MAESTRO THERMOSTATS

Now install your MAESTRO thermostats. For instructions on how to do this, read the thermostat's installation and user guide. To maintain full control over the temperature of your home, you must have a thermostat in each room.

**NOTE:** A MAESTRO thermostat can control up to 4,000 watts.

### 3

## INSTALL THE MAESTRO APP AND CREATE YOUR MAESTRO ACCOUNT

Download and install the MAESTRO app available for free in the App Store™ or on Google Play™.

After installing the app, create your user account. Once your MAESTRO network is set up, you will be able to control your MAESTRO system with any mobile device that is connected to this account.

**NOTE:** Since only one account can control your MAESTRO system, use an email address and password that you can share with those who will need to manage your MAESTRO system.

### 4

## BUILD YOUR MAESTRO NETWORK

Follow these steps to build your MAESTRO network:

- 1- Connect the controller•thermostat to your Wi-Fi network (see [page 19](#)).
- 2- In the MAESTRO app, enter the registration code displayed on the controller•thermostat screen to create a home.
- 3- In the MAESTRO app, the “Connect a thermostat to my MAESTRO system” feature will activate and set the controller•thermostat in thermostat pairing mode (see [www.stelpro.com/en-CA/support-maestro](http://www.stelpro.com/en-CA/support-maestro) for more details on how to use the MAESTRO app).
- 4- Connect the thermostats to the controller•thermostat, one at a time (see the “Connecting a thermostat to the controller•thermostat” section on [page 21](#)).
- 5- Once the connection is complete, the thermostat will appear in the MAESTRO app. Take this opportunity to give it a name that will be easily recognizable.

**NOTE:** In your network, each thermostat is connected to the controller•thermostat via a thermostat that is located nearby. You therefore need to connect your thermostats starting with the one closest to the controller•thermostat and gradually working outwards. You may need a Zigbee repeater to get around obstacles or to strengthen the Zigbee signal.

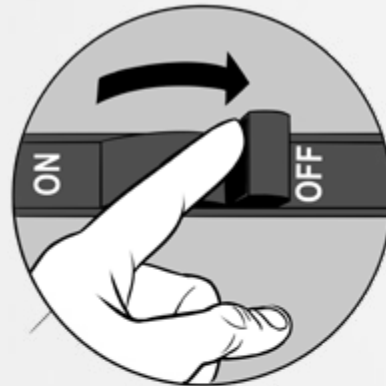
# INSTALLING THE MAESTRO CONTROLLER•THERMOSTAT

## IMPORTANT

INSTALLATION OF THE CONTROLLER•THERMOSTAT MUST BE DONE BY A QUALIFIED ELECTRICIAN.

### 1 CUT OFF POWER SUPPLY

To avoid any risk of electric shock, cut off the power supply on the lead wires from the electrical panel. Make sure the power is off by checking, for example, that the heating system remains off even if the setpoint temperature is higher than the ambient temperature (mechanical thermostat).



## 2

### REMOVE EXISTING THERMOSTAT

If an existing thermostat is being replaced, please follow these steps:

**NOTE:** These instructions apply to a thermostat with a °STELPRO mounting plate.

- 1- Loosen the screw at the base of the thermostat, without completely removing it, to separate the thermostat from the mounting plate.
- 2- Gently pull the thermostat to gain access to the wires.
- 3- Disconnect the thermostat wires from those of the heating system and power supply.
- 4- Remove the mounting plate.



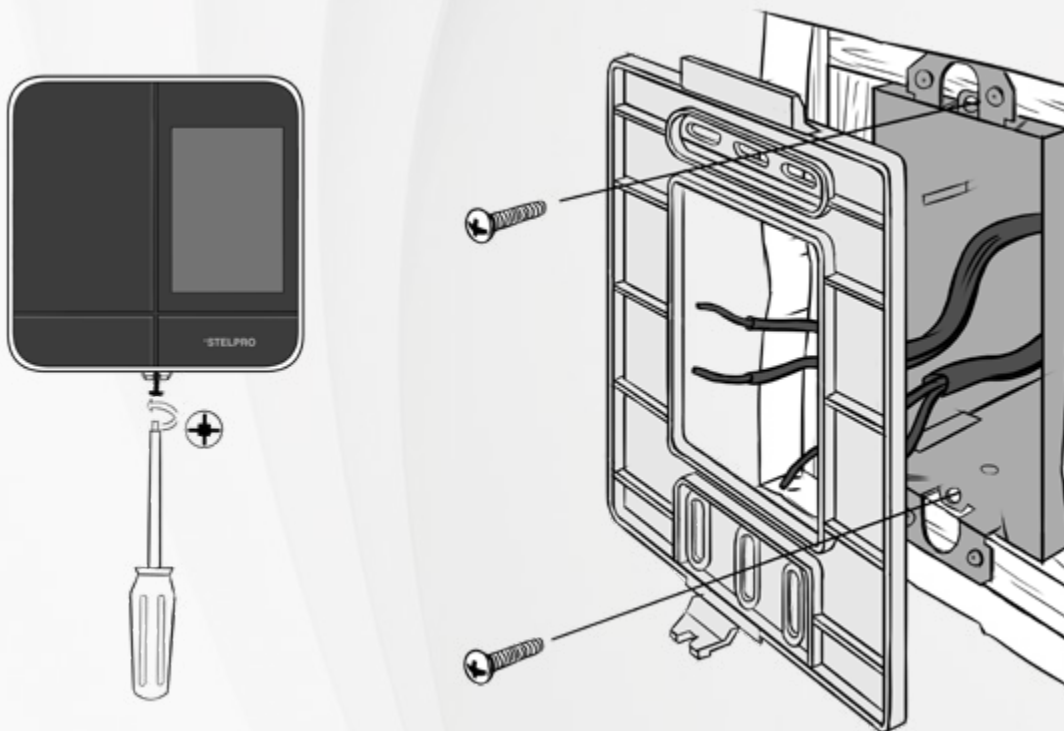
# 3

## SECURE THE MAESTRO CONTROLLER•THERMOSTAT MOUNTING PLATE

Secure the MAESTRO controller•thermostat mounting plate to the electrical box using the screws supplied.

- 1- Loosen the screw at the base of the MAESTRO controller•thermostat, without completely removing it, until the controller•thermostat and the mounting plate are no longer holding together.
- 2- Slide the mounting plate downward and then pull on it to separate it from the controller•thermostat.
- 3- Using the mounting screws supplied (2), secure the MAESTRO controller•thermostat mounting plate to the electrical box. Ensure the plate is perfectly straight so that the controller•thermostat is also straight.
- 4- Pass the power supply wires through the large opening at the centre of the mounting plate.

**NOTE:** You can position the mounting plate either to the left, in the centre or to the right of the electrical box, according to your needs. (See image below).



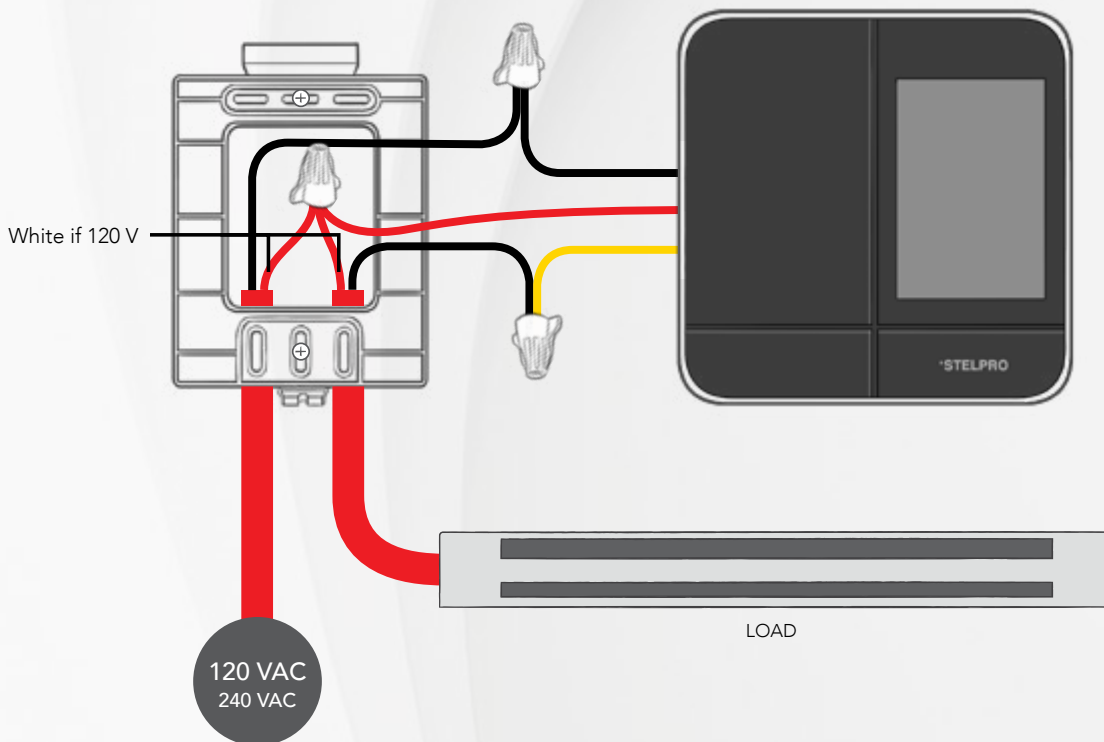
# 4

## CONNECT THE WIRES

Using the caps supplied (3), connect the wires of the MAESTRO controller•thermostat to those of the heating system and power supply according to the corresponding connection diagram. Tighten the caps onto the wires to ensure the connection is secure. Then place all the wires inside the electrical box.

**NOTE:** If the electrical wires are aluminum, use CO/ALR connectors instead (not supplied).

**NOTE:** Since controller•thermostat wires have a polarity, the way they are connected is important.



### IMPORTANT

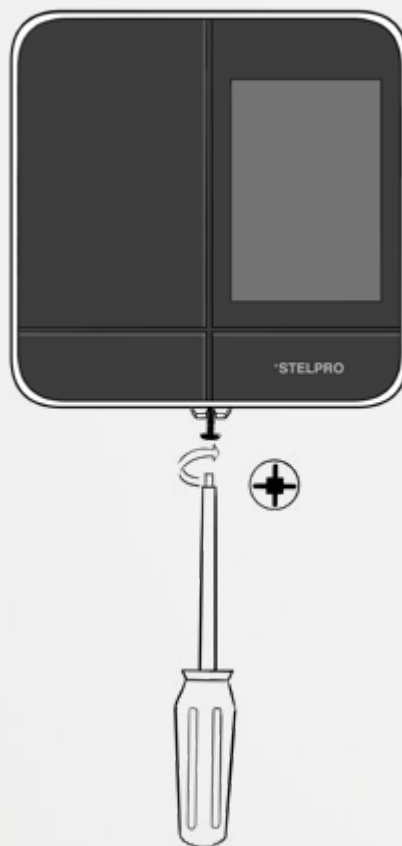
IMPROPER WIRING  
IS A FIRE HAZARD.

# 5

## SECURE THE CONTROLLER • THERMOSTAT ON THE MOUNTING PLATE

Align and secure the controller•thermostat on the mounting plate.

- 1- Ensure the air vents in the controller•thermostat are clean and clear of any obstruction.
- 2- Align the slot on the top of the controller•thermostat with the slot on the mounting plate.
- 3- Then secure the controller•thermostat to the mounting plate making sure that the wires do not get pinched between the unit and the mounting plate.
- 4- Tighten the screw at the base of the controller•thermostat to secure it in place.



# 6

## TURN POWER BACK ON

Restore power to the heating system and controller•thermostat. Then ensure the controller•thermostat turns on.

If the controller•thermostat does not turn on, touch the screen. The controller•thermostat should turn on. If it doesn't, read the "Controller•thermostat troubleshooting" section on [page 40](#).

Once installed, the controller•thermostat will prompt you to choose a language, temperature format, time format, heat mode and Lobby mode if the heating mode is Fan Forced heater. If the temperature is below 0°C (32°F), the home screen will display Cold. If the temperature exceeds 50°C (122°F), the screen will display Hot.





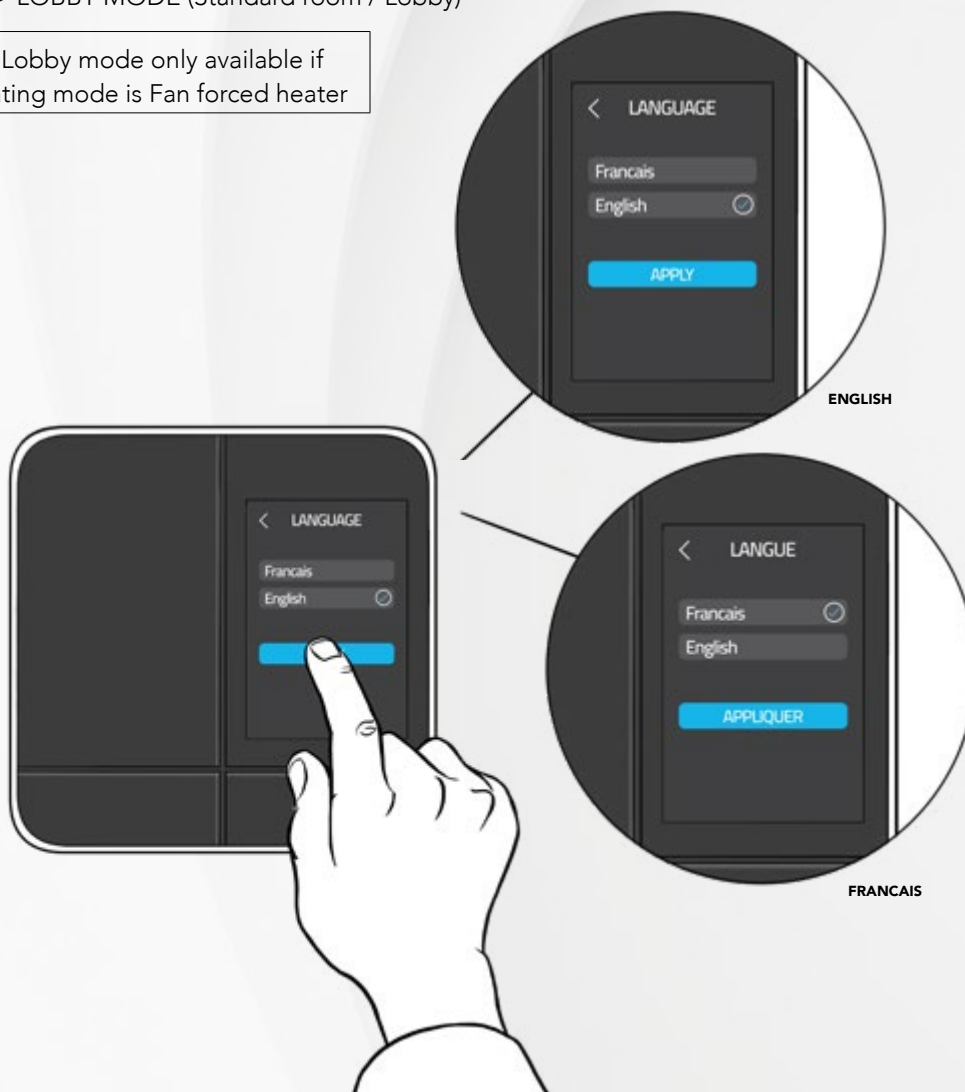
# 7

## SET-UP BASIC OPTIONS ON FIRST START

5 SETTINGS TO BE SET:

- > Language (Francais / English)
- > Temperature format (°Celsius / °Fahrenheit)
- > Time format (12 hours / 24 hours)
- > HEATING MODE (Baseboard / Fan-forced heater)
- > LOBBY MODE (Standard room / Lobby)

NOTE: Lobby mode only available if the heating mode is Fan forced heater



# ENJOY THE FULL 360° COMFORT EXPERIENCE

## HOME SCREEN

From the home screen, you can access all MAESTRO controller•thermostat functionalities.




# USING THE CONTROLLER•THERMOSTAT

## CONTROLLING YOUR MAESTRO SYSTEM WITH THE MAESTRO APP

If you wish to use the MAESTRO app to control the temperature of your home from wherever you are, you must connect your controller•thermostat to your home's Wi-Fi network and register the controller•thermostat in the MAESTRO app. You will then be able to enjoy all the advantages of the MAESTRO system.

**NOTE:** Before registering your controller•thermostat, you must first download the MAESTRO app and create your user account.

## CONNECTING THE CONTROLLER•THERMOSTAT TO YOUR WI-FI NETWORK AND REGISTERING IT IN THE MAESTRO APP

- 1- Access **SETTINGS**  > **WI-FI SETUP**.
- 2- Tap **SCAN NETWORKS**. The controller•thermostat will search for available Wi-Fi networks and display them in the **NETWORKS** screen.
- 3- In the **NETWORKS** screen, select your home's Wi-Fi network.
- 4- In the **PASSWORD** screen, enter the password for your Wi-Fi network, then tap **CONNECT** to connect the controller•thermostat to the Wi-Fi network.

< WI-FI SETUP

Not connected

Scan networks

< WI-FI SETUP

My Wi-Fi

Scan Networks


Register Device

- 5- A message will appear on the **WI-FI SETUP** screen informing you that the connection has been established. Tap **OK** to confirm the connection. The registration code of your controller•thermostat will appear in the **REGISTRATION** screen.
- 6- Enter the code in the MAESTRO app when prompted by the app's start-up wizard.

Once your home is registered, you can start connecting your thermostats.

## OBTAINING THE REGISTRATION CODE FOR THE CONTROLLER•THERMOSTAT

If you do not register your controller•thermostat in the MAESTRO app immediately after connecting to your Wi-Fi network, you will need to follow these steps to obtain your registration code. For example, you may need to obtain the registration code when a MAESTRO system changes owners.

- 1- Access **SETTINGS**  > **WI-FI SETUP** > **REGISTER DEVICE**. A message will display on the controller•thermostat **REGISTRATION** screen informing you that your request for a registration code is being processed. When obtained, the registration code will appear on the screen.
- 2- Enter the code in the MAESTRO app when the start-up wizard prompts you. When your home is registered, you can start connecting your thermostats (see "Connecting a thermostat to the controller•thermostat" on [page 21](#)).

### < REGISTRATION

Registration Code:  
55a5aa

#### ADVICE

Download the Maestro  
app and enter this code  
to register your home  
to your account

## CREATING YOUR HOME'S MAESTRO NETWORK



Your controller•thermostat communicates with the MAESTRO thermostats through a Zigbee network for which it is the coordinator.

To create your MAESTRO account, you must connect your thermostats to the MAESTRO controller•thermostat. Make sure to connect the thermostat closest to the MAESTRO controller thermostat first and then each of the other thermostats by gradually working outwards.

### CONNECTING A THERMOSTAT TO THE CONTROLLER•THERMOSTAT


#### With the MAESTRO app

**NOTE:** To connect a thermostat to the MAESTRO controller•thermostat using the MAESTRO app, your controller•thermostat must be linked to a Wi-Fi network (see [page 19](#)). You may need a Zigbee repeater to get around obstacles or to strengthen the Zigbee signal.

- 1- In the MAESTRO app, access **HOME SETTINGS**, from the groups and settings screen, and tap **CONNECT A THERMOSTAT TO MY MAESTRO SYSTEM**. The screen **ADD A NEW THERMOSTAT** on the controller•thermostat will display the Zigbee channel being used.
- 2- On the thermostat, access menu 1 and select the auto-connect option (ON). You can also use the channel displayed by the controller•thermostat.
- 3- On the thermostat, tap the  icon to confirm the selection. The  icon will blink rapidly while the thermostat searches for the channel. The Zigbee channel will appear when the connection is established.






When the thermostat is connected to the controller•thermostat's Zigbee network:

- The  icon will appear on the thermostat home screen.
- A message confirming the connection will appear on the controller•thermostat's screen.
- The MAESTRO app will show that the thermostat has been successfully connected and the thermostat will appear in the app. You can now replace the default name of each thermostat by a meaningful name that is easily recognizable (e.g. bathroom).

If the thermostat does not detect a Zigbee network, an "Err" message will display on the thermostat.

## Without the MAESTRO app

The thermostat can be connected to the controller•thermostat even if the controller•thermostat is not linked to a Wi-Fi network.

- 1- On the controller•thermostat, access **SETTINGS**  > **ZIGBEE SETUP** > **ADD A NEW THERMOSTAT**. The screen **ADD A NEW THERMOSTAT** on the controller•thermostat will display the Zigbee channel being used.
- 2- On the thermostat, access menu 1 and select the auto-connect option (ON). You can also use the channel displayed by the controller•thermostat.
- 3- On the thermostat, tap the  button to confirm the selection. The  icon will blink rapidly while the thermostat searches for the channel. The Zigbee channel will display them when the connection is established.

When the thermostat is connected to the controller•thermostat's Zigbee network, the  icon will appear on the home screen.

If the thermostat does not detect a Zigbee network, an "Err" message will appear on the thermostat.



## CHANGING STATUSES OR ACTIVITIES

In the MAESTRO system, your home can be in one of the four following statuses: I am away; I am home; I am on vacation; Standby. Statuses serve to automatically adjust the temperature of your home regardless of whether someone is home.

### DESCRIPTION OF STATUSES



**I am away:** Nobody is home for a few hours (e.g. at work). The temperature can be lowered to save on energy. **By default, the setpoint temperature is 4°C (7°F) lower than the default setpoint temperature.**



**I am home:** Someone is home. The temperature is set to be comfortable. **By default, the setpoint temperature for this status is 21°C (70°F).** The home's status automatically switches to "I am home" when an activity is started manually.



**I am on vacation:** Nobody is home for an extended period (e.g. several days). **By default, the setpoint temperature for this status is 8°C (15°F) lower than the default setpoint temperature.**



**Standby:** **The home's temperature is maintained at 5°C (41°F)** (the temperature can be adjusted in the MAESTRO app). This status is used when no heating is needed for long periods (e.g. during summer). The status remains active until you select another status on the controller•thermostat or in the MAESTRO app. It is not linked to geofencing.

With the MAESTRO app, you can also create up to 20 activities (e.g. movie night) to adjust the temperature of some groups of thermostats based on your lifestyle. The activities can be programmed to start automatically at a given time or on demand. Activities programmed to start at a given time only work with the "I am home" status. However, if you select an activity directly on the controller•thermostat or with the MAESTRO app, the activity will start regardless of home status. In all cases, the home status switches to "I am home."

With the MAESTRO app, you can determine the setpoint temperature for each group of thermostats in your home based on different statuses and activities. From the controller•thermostat or MAESTRO app, you can then modify your home status or select an activity so that the temperature of all thermostats adjusts automatically.

**NOTE:** The controller thermostat only allows you to select a status or activity. You must use the MAESTRO app to adjust or delete activities, add groups to an activity or remove groups from an activity.

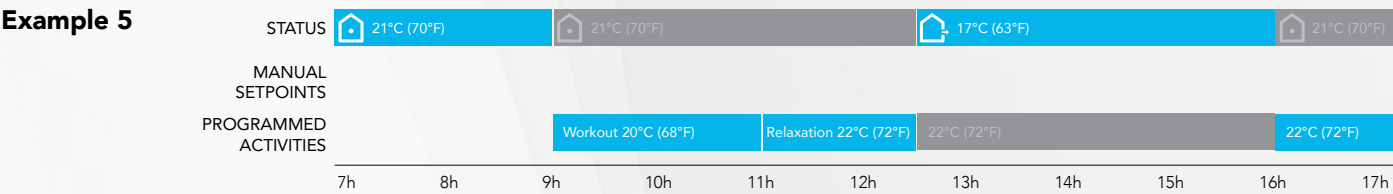
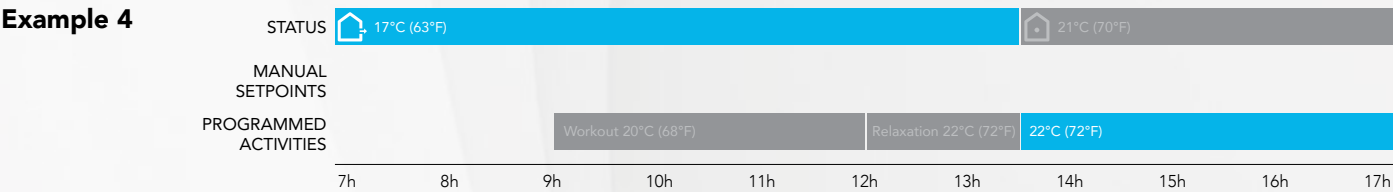
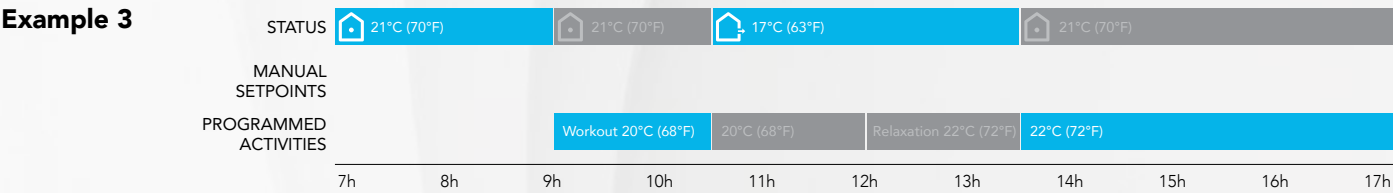
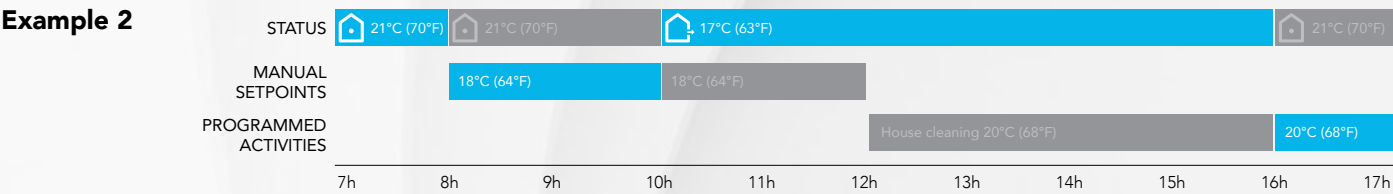
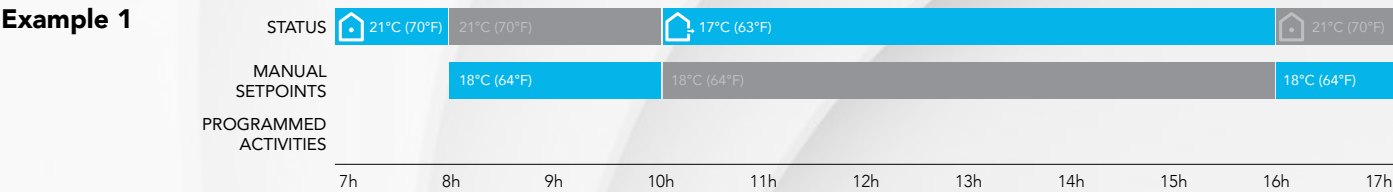
The home status can also change automatically if geofencing is activated (see "Managing geofencing" on [page 26](#)). If the home status switches to "I am home," the programmed activity for this period will start automatically. Any groups not associated with this activity will return to the setpoint temperature of their last activity or to the last setpoint temperature that was manually entered for them (see "Examples of status and activity changes" on [page 24](#)).

EXAMPLES OF STATUS AND ACTIVITY CHANGES

**I am home**  
Setpoint programmed  
at 21 °C (70 °F)


**I am away**  
Setpoint programmed  
at 17 °C (63 °F)

 **Setpoint active**

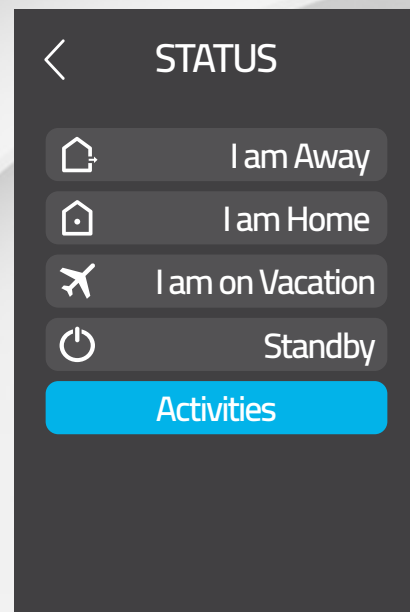




## SELECTING A STATUS FOR YOUR HOME

- 1- Access **STATUS**  on the home screen.
- 2- Tap the desired status (I am away, I am home, I am on vacation, Standby). The setpoint temperature for all thermostat groups will adjust based on the selected status, and the controller•thermostat will return to the home screen.


**NOTE:** Check the default values on [page 23](#).



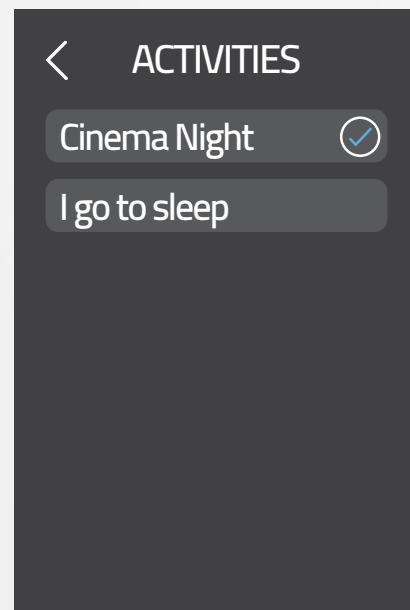
## SELECTING AN ACTIVITY

- 1- Access **STATUS**  > **ACTIVITIES**.

**NOTE:** If no activities are listed, it means that no activity has been created in the MAESTRO app.

- 2- Select the desired activity. The  icon will appear to the right of the selected activity. The setpoint temperature of all thermostat groups associated with the activity will adjust based on the chosen activity, and the controller•thermostat will return to the home screen.

**NOTE:** The home status will automatically switch to "I am home."



# MANAGING GEOFENCING

**NOTE:** Geofencing only works when you are using the MAESTRO app.

Geofencing establishes a boundary of 2 km (1.2 mi) radius around the home. If you activate geofencing, the MAESTRO app will geolocate your mobile devices (with the “Use this mobile device” option activated) to determine if someone is inside the geofence boundary. The home status will change accordingly, and your MAESTRO system will automatically adjust the setpoint temperature of your thermostats (see “Changing statuses or activities” on [page 23](#)).

**TIP:** Deactivate geofencing to maintain your home status at “I am home” even when your mobile devices are outside the boundary. This will ensure that your mother-in-law and children don’t get cold while you’re out for a romantic dinner.



The following status changes can occur when using geofencing:

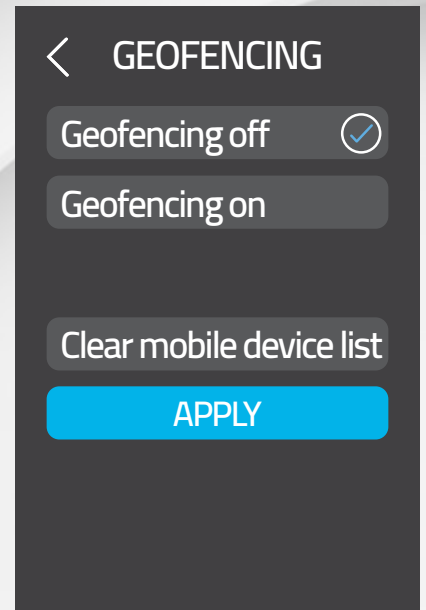
IF THE HOME STATUS IS AT...	AND...	THE HOME STATUS SWITCHES TO...
I am home	All mobile devices leave the geofence	I am away
I am away	At least one of the mobile devices enters the geofence	I am home
I am on vacation	At least one of the mobile devices enters the geofence	I am home

**NOTE:** “Standby” is unaffected by geofencing.

## ACTIVATING OR DEACTIVATING GEOFENCING


You can activate and deactivate geofencing directly on your controller•thermostat or in the MAESTRO app. However, you must first set your geofencing boundary and select the option “Use this mobile device” in the MAESTRO app.

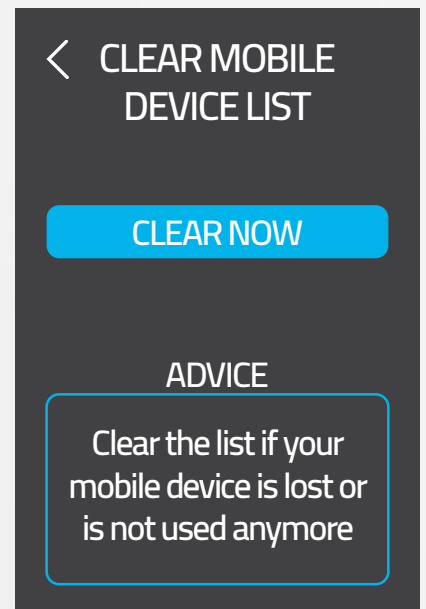
- 1- Access **SETTINGS**  > **Geofencing**.
- 2- Tap **Geofence off** or **Geofence on**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to confirm the selection.



## DELETING MOBILE DEVICES






The MAESTRO app recognizes all mobile devices with the option “Use this mobile device” activated to determine the status of your home. If you lose or stop using a mobile device paired with your home, you must delete it on the controller•thermostat to ensure geofencing works properly. To do this, you must delete the entire mobile device list associated with geofencing. The MAESTRO system will then automatically re-register all mobile devices that still have the option “Use this mobile device” activated.

- 1- Access **SETTINGS**  > **Geofencing**.
- 2- Tap **Clear mobile device list**.
- 3- Tap **CLEAR** to confirm the deletion of the mobile devices recognized by the geofence.

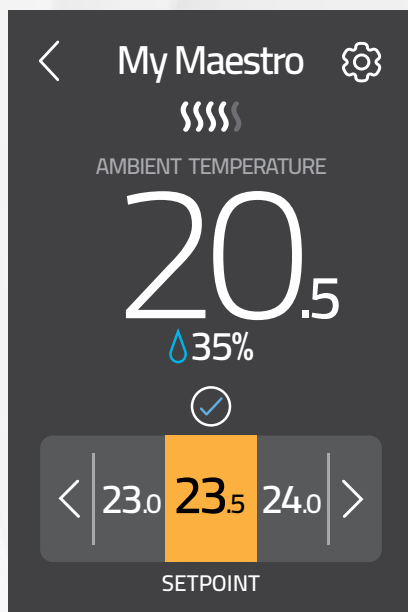


## DEFINING THE SETPOINT TEMPERATURE OF THE CONTROLLER • THERMOSTAT

Your controller • thermostat controls the temperature of the room in which it is installed. By default, the setpoint temperature is defined at 21 °C (70 °F).

- 1- Access **THERMOSTAT**  .
- 2- Use the arrow   buttons to adjust the setpoint temperature. The  icon will display to confirm the selection. If the controller • thermostat needs to activate the heating system to reach the setpoint temperature, the  icon will indicate the intensity at which the heating system is operating.





**NOTE:** Changing the setpoint temperature in the THERMOSTAT menu is considered as an exception to the group setpoint. The change will therefore only be **TEMPORARY**. To make a permanent change, you must adjust the group's setpoint temperature.



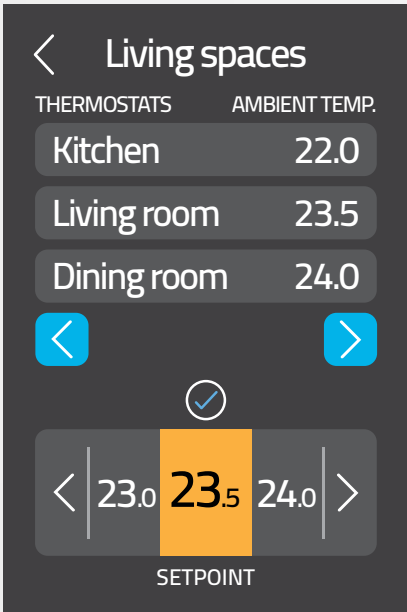
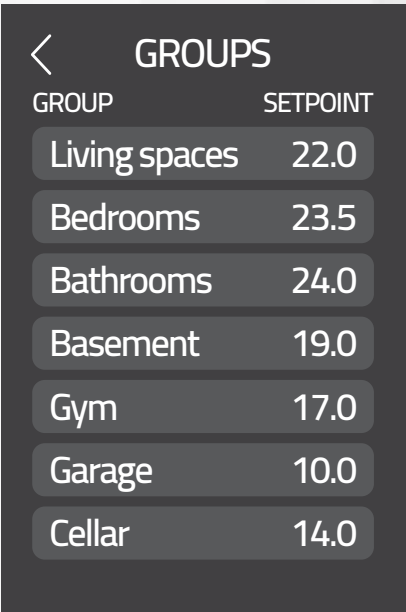
# TEMPORARILY MODIFYING THE SETPOINT TEMPERATURE OF A GROUP OF THERMOSTATS

The purpose of groups is to link together several thermostats so that their temperature can be controlled simultaneously. For example, you could create a group for all the thermostats in your home’s shared living spaces and another for those in the bedrooms.

After creating a group with the MAESTRO app, you can then temporarily modify the setpoint temperature from the controller•thermostat. This temperature will be applied until the status of the home changes or until an activity associated with this group begins. The MAESTRO system will support a maximum of 8 groups.

- 1- Access **GROUPS** .
- 2- Tap the group you want to modify. The group’s screen will display the list of thermostats associated with it and the defined setpoint.
- 3- Use  and  to adjust the setpoint. The  icon will display to confirm the selection.





You must use the MAESTRO app to perform any other operation with the groups (create or delete groups, add a thermostat to a group, remove a thermostat from a group, etc.).



# TEMPORARILY MODIFYING THE SETPOINT TEMPERATURE OF A THERMOSTAT

In the MAESTRO system, each thermostat is part of a group and all the thermostats in a given group will share the same setpoint temperature for a status or activity. You can, however, modify the temperature of a single thermostat to **temporarily** increase or lower the temperature in a room. This temperature will be applied until the status of the home changes or until an activity associated with this group begins.

**NOTE:** You can also modify the temperature directly on the thermostat if the keyboard is not locked.



- 1- Access **GROUPS** .
- 2- Tap the group containing your thermostat.
- 3- In the group screen, tap the thermostat you want to modify. The thermostat screen will appear.
- 4- Use  and  to adjust the setpoint temperature. The  icon will display to confirm the selection.

GROUPS	
GROUP	SETPOINT
Living spaces	22.0
Bedrooms	23.5
Bathrooms	24.0
Basement	19.0
Gym	17.0
Garage	10.0
Cellar	14.0

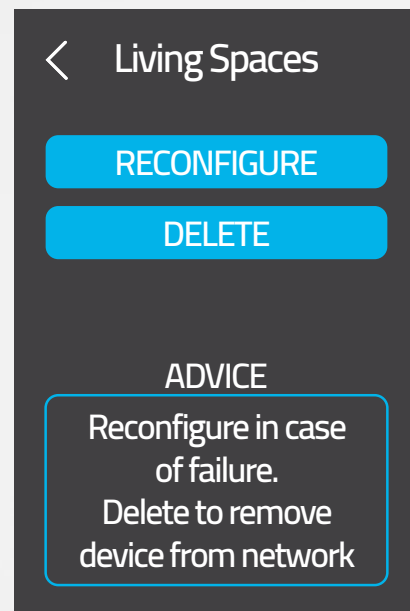
## REMOVING A THERMOSTAT FROM THE HOME

You may need to remove a thermostat from your home; for example, if you need to replace it. The thermostat will then be disconnected from the controller•thermostat and you will no longer be able to control it from the controller•thermostat or the MAESTRO app.



**NOTE:** Although it also serves as a thermostat, the controller•thermostat cannot be removed from the home. You can, however, move it from one group to another using the MAESTRO app..

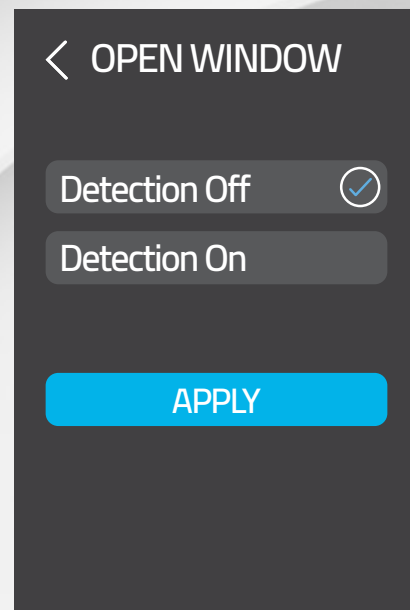
- 1- Access **GROUPS** .
- 2- Tap the group containing the thermostat you want to remove. The group screen will display the group's list of thermostats and the defined setpoint temperature for each.
- 3- Tap the thermostat you want to remove.
- 4- In the thermostat screen, tap the  icon to access the thermostat's settings screen.
- 5- Tap **DELETE**. The thermostat will be removed from the home.

**NOTE:** The thermostat screen also has a RECONFIGURE button. This button must only be used for troubleshooting purposes. RECONFIGURE is used to re-establish a connection with a thermostat if the configuration fails on the first connection attempt. If a thermostat becomes disconnected, a reconfiguration may help resolve a situation with the problematic thermostat.




## ACTIVATING OR DEACTIVATING OPEN WINDOW DETECTION

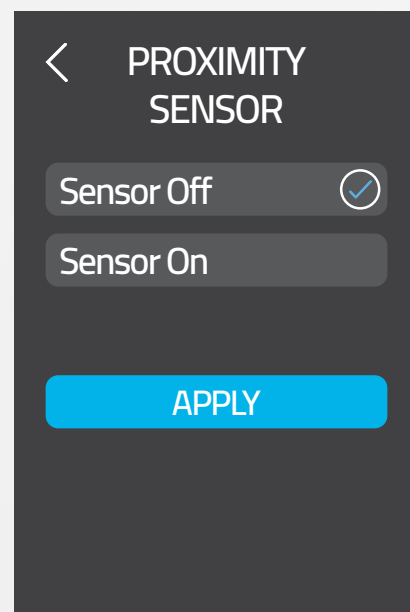
- 1- The MAESTRO controller•thermostat can detect a drastic drop in temperature, like an open window in winter. The controller•thermostat then automatically fixes the setpoint temperature at 7 °C (44 °F) to avoid heating the room unnecessarily. Access **SETTINGS**  > **OPTIONS** > **OPEN WINDOW**.
- 2- Tap **Detection Off** or **Detection On**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to confirm the selection.



## ACTIVATING OR DEACTIVATING PROXIMITY SENSOR

By default, the controller•thermostat screen lights up automatically when it detects a presence nearby or when a change is made to the setpoint temperature via the mobile app (through an activity or change in status). You can deactivate this functionality, for instance to prevent the controller•thermostat from light up every time you enter your child's room. When this functionality is deactivated, simply tap the controller•thermostat screen to turn it back on.

- 1- Access **SETTINGS**  > **OPTIONS** > **PROXIMITY SENSOR**.
- 2- Tap **Sensor Off** or **Sensor On**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to confirm the selection.

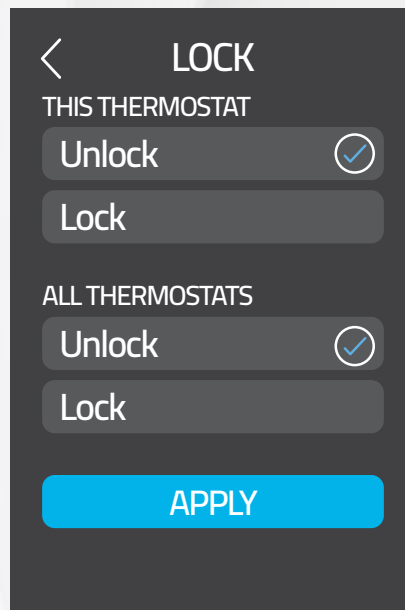




## LOCKING OR UNLOCKING THE CONTROLLER • THERMOSTAT SCREEN

You can lock or unlock the screen of the controller•thermostat or the keyboards of all thermostats connected to the controller•thermostat to prevent the setpoint temperature from being modified directly on these units.

- 1- Access **SETTINGS**  > **OPTIONS** > **LOCK**.
- 2- Under **THIS THERMOSTAT**, select **Unlock** or **Lock**. The  icon will appear to the right of the selected option.
- 3- Under **ALL THERMOSTATS**, select **Unlock** or **Lock**. The  icon will appear to the right of the selected option.
- 4- Tap **APPLY** to confirm the selections.

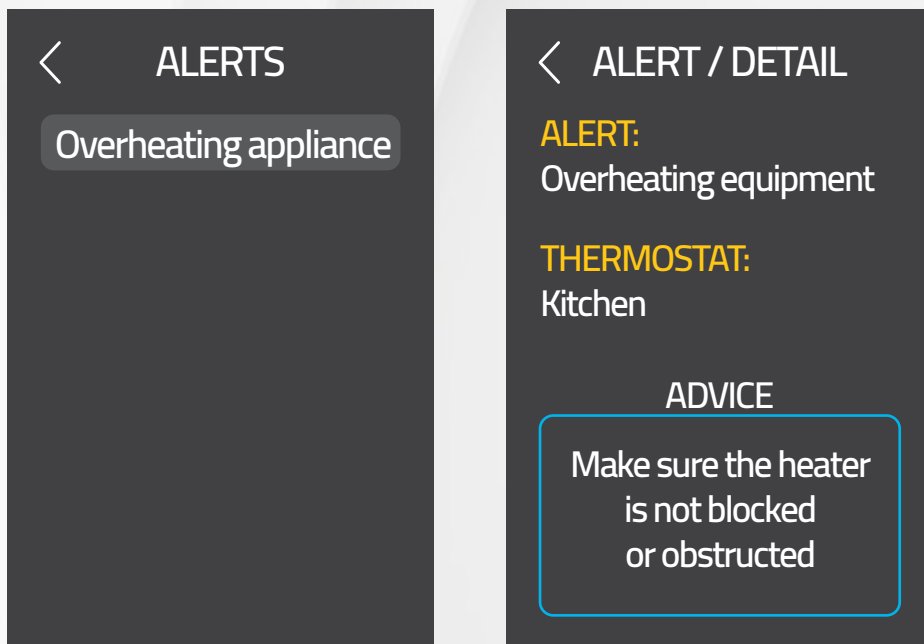


## VIEWING ACTIVE ALERTS

The controller•thermostat displays different types of alerts. Alerts generally serve to inform you of a system malfunction that needs to be resolved.

- 1- On the home screen, tap  or access **SETTINGS**  > **ALERTS**. The **ALERTS** screen will display all active alerts.
- 2- Tap an alert for details.

Details for an alert include the name of the thermostat in question and advice for solving the problem.




## VIEWING TECHNICAL INFORMATION ON THE CONTROLLER • THERMOSTAT

The °STELPRO screen displays the following technical information on the controller•thermostat:

**NOTE:** You may need to provide the following information when contacting °STELPRO technical support.

- Thermostat Version
- Zigbee Version
- Wi-Fi Version
- Produced on (yyyy/mm/dd)
- Control Checksum

To access the °STELPRO screen, go to **SETTINGS**  > °STELPRO.

< °STELPRO

Thermostat Version:

00.13

Zigbee Version :

1.0

Wi-Fi Version

1.4

Produced on:

2017/3/15

Control Checksum:



Short: 69 Long: 69

## MODIFYING DISPLAY OPTIONS ON THE CONTROLLER•THERMOSTAT



You can modify some display options on the controller•thermostat to suit your preferences.

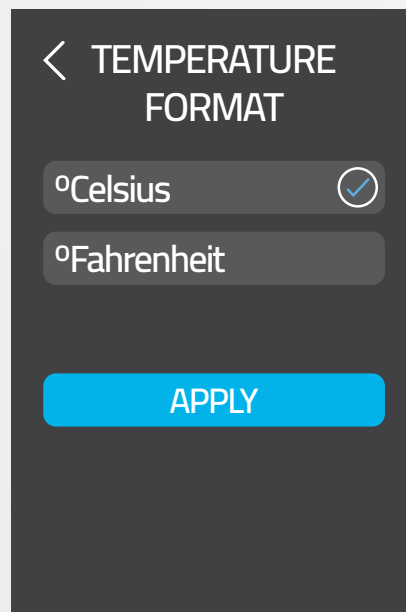
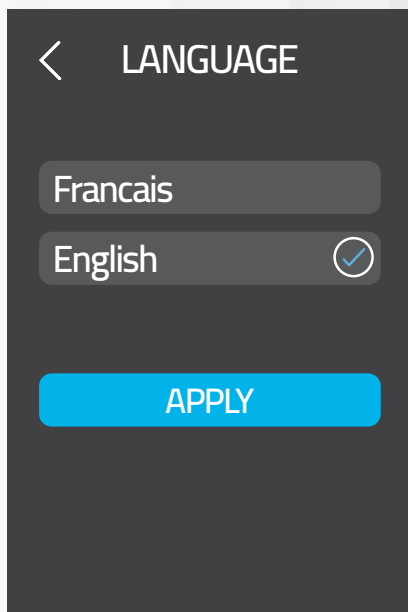
For more details on other options, read "Activating or deactivating open window detection" on [page 32](#), "Activating or deactivating proximity sensor" on [page 32](#), and "Locking and unlocking the controller•thermostat screen" on [page 33](#).

### MODIFYING THE DISPLAY LANGUAGE

- 1- Access **SETTINGS**  > **OPTIONS** > **LANGUAGE**.
- 2- Tap **English** or **Français**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to save the selection.

### MODIFYING THE TEMPERATURE FORMAT DISPLAY

- 1- Access **SETTINGS**  > **OPTIONS** > **TEMPERATURE FORMAT**.
- 2- Tap **°Celsius** or **°Fahrenheit**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to save the selection.





## MODIFYING THE HEAT MODE

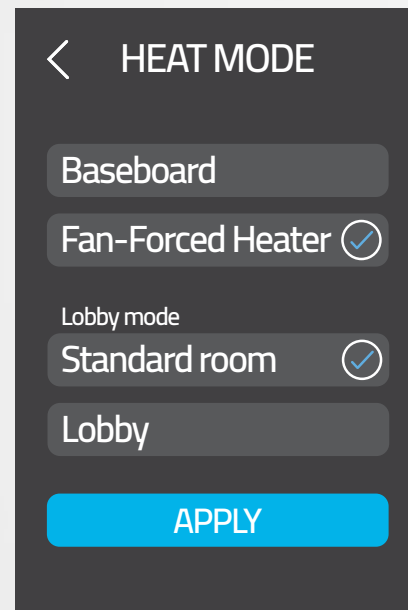
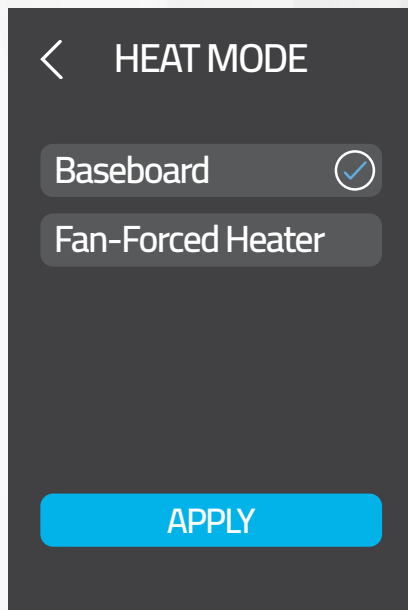
The heat mode corresponds to the type of heating system that the controller thermostat controls as a thermostat: baseboard/convector or fan-forced heater.

- 1- Access **SETTINGS**  > **OPTIONS** > **HEAT MODE**.
- 2- Tap **Baseboard** or **Fan-Forced Heater**. The  icon will appear to the right of the selected option
- 3- Tap **APPLY** to confirm the selection.



## MODIFYING THE LOBBY MODE

The Lobby mode is only available if the heating mode is Fan-Forced Heater and if the open window detection is deactivated.

- 1- Access **SETTINGS**  > **OPTIONS** > **HEAT MODE**.
- 2- If Fan-Forced Heater is selected, you will have the choice between **Standard room** or **Lobby**. The  icon will appear to the right of the selected option
- 3- Tap **APPLY** to confirm the selection.





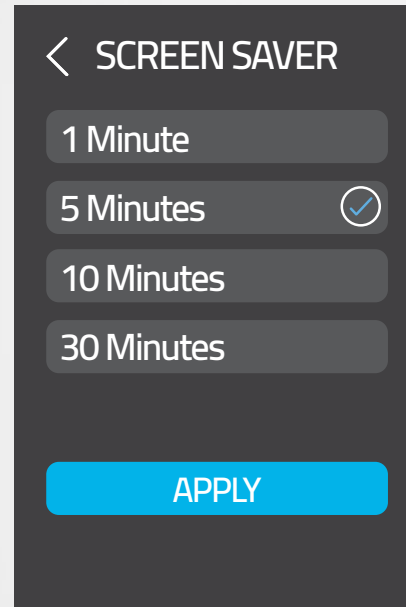
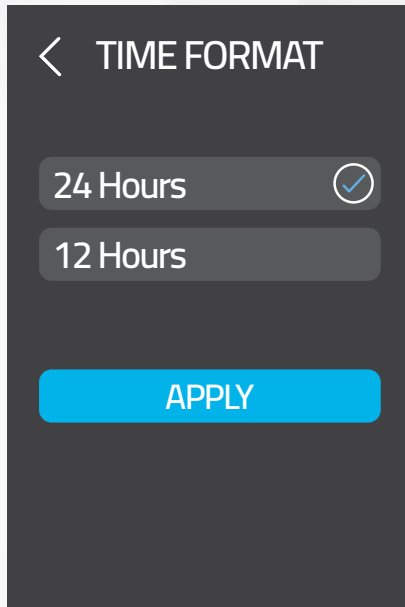
## MODIFYING THE TIME FORMAT DISPLAY

- 1- Access **SETTINGS**  > **OPTIONS** > **TIME FORMAT**.
- 2- Tap **24 Hours** or **12 Hours**. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to save the selection.

## MODIFYING THE "SCREEN SAVER" OPTION

The "screen saver" option allows you to choose the time of inactivity before the display goes off. The times options are 1, 5, 10 and 30 minutes.

- 1- Access **SETTINGS**  > **OPTIONS** > **SCREEN SAVER**.
- 2- Tap the desired time. The  icon will appear to the right of the selected option.
- 3- Tap **APPLY** to save the selection.



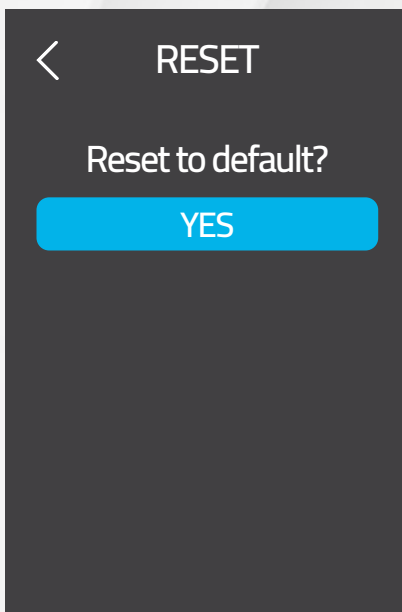
## RESETTING THE CONTROLLER • THERMOSTAT

You can reset the controller•thermostat to its initial parameters (see “Controller•thermostat default values” on [page 44](#)). Follow these steps to reset the controller•thermostat:

**1-** Access **SETTINGS**  **> RESET TO DEFAULT.**

**2-** Tap **YES**, then **CONFIRM.**

The settings are automatically reset to their initial parameters and the controller•thermostat returns to the home screen.



## IMPORTANT

ALL SETTINGS WILL BE RESET TO THEIR DEFAULT VALUES AND THE CONNECTION TO THE ZIGBEE AND WI-FI NETWORKS WILL BE DELETED. THIS ALSO MEANS THAT THE SETPOINT TEMPERATURES, GROUPS AND STATUSES ARE RESET TO THEIR INITIAL VALUES AND THAT YOUR THERMOSTATS WILL NO LONGER BE CONNECTED TO YOUR CONTROLLER • THERMOSTAT. ALL ACTIVITIES CREATED WILL BE DELETED. WHEN THE CONTROLLER • THERMOSTAT IS RECONNECTED TO THE WI-FI NETWORK, ONLY THE HOME REGISTRATION IS SAVED. YOU MUST CONFIGURE ALL OTHER SETTINGS AND FUNCTIONALITIES.

# CONTROLLER•THERMOSTAT TROUBLESHOOTING

## COMMON PROBLEMS


The following table lists the most common problems and alerts that you may encounter with your controller•thermostat.

If your problem does not appear in this table or if the suggested solutions do not solve the problem, visit the support section on our website ([www.stelpro.com/en-CA/support-maestro](http://www.stelpro.com/en-CA/support-maestro)) or contact our customer service team at:

1-866-628-5776

450-441-6988

[s.technique@stelpro.com](mailto:s.technique@stelpro.com)

PROBLEM / ALERT	SOLUTION
 (not blinking)	<p>Tap the icon to see the details of the alert.</p> <p><b>Thermostat disconnected:</b> A thermostat that was connected to the Zigbee network is disconnected or has no power.</p> <p>Use the RECONFIGURE button on the thermostat screen. In some cases, this may resolve the problem.</p> <p>If it does not work, reconnect the thermostat to the Zigbee network. See "Connecting a thermostat to a controller•thermostat" on <a href="#">page 21</a>.</p> <p><b>Window open:</b> A thermostat has detected an open window. Close the window or deactivate open window detection.</p> <p><b>Overheating equipment:</b> The heating system is overheating. Inspect your heating system and replace it if malfunctioning. This alert also displays if the thermostat is turned off repeatedly.</p> <p><b>Wi-Fi not connected:</b> The controller•thermostat has lost its connection to the Wi-Fi network. See "Connecting the controller•thermostat to your Wi-Fi network and registering it in the MAESTRO app" on <a href="#">page 19</a>.</p>
Cold	The room temperature is below 0°C (32°F). Heating will remain active until the temperature reaches the setpoint. The Cold message will disappear when the temperature reaches 0°C (32°F).
Hot	The room temperature exceeds 50°C (122°F). Heating will remain inactive. The Hot message will disappear when the temperature reaches 50°C (122°F).
--	<p>The controller•thermostat cannot measure the temperature (temperature sensor is defective). Replace the controller•thermostat.</p> <p><b>NOTE:</b> This alert may also display temporarily after you do a reset. It should disappear on its own after approximately 10 seconds.</p>



<p>Impossible to establish the connection with a thermostat or</p> <p>Connection with a thermostat has been lost</p>	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>• You have selected the correct controller•thermostat channel on the thermostat</li> <li>• The controller•thermostat is in pairing mode</li> <li>• The thermostats are not too far apart</li> </ul> <p>If the problem persists, try the following solutions in this order:</p> <ul style="list-style-type: none"> <li>• Exit the connection menu, return to it and try to re-establish the connection.</li> <li>• Deactivate the Zigbee network on the controller•thermostat (see “Deactivating the Zigbee network from a controller•thermostat” on <a href="#">page 42</a>) and then recreate your home network (see “Creating your home’s MAESTRO network” on <a href="#">page 21</a>).</li> <li>• Reset the controller•thermostat before recreating your network.</li> <li>• Move the controller•thermostat to a more central place in your home.</li> </ul>
<p>The controller•thermostat is not displaying my home’s Wi-Fi network.</p>	<p>Make sure the controller•thermostat is installed in an area where the Wi-Fi signal is strong enough.</p> <p>Make sure your network is not configured in such a way that the name is hidden and make sure you are not using a business network.</p>
<p>My Wi-Fi network signal is not available.</p>	<p>Make sure the controller•thermostat is installed in an area where the Wi-Fi signal is strong enough.</p>
<p>Failure to connect to the Wi-Fi network.</p>	<p>Make sure you have entered the correct password.</p> <p>The connection may also have failed due to an intermittent Wi-Fi network problem. Try reconnecting later.</p> <p>The iCloud service may also be down. In this case, the controller•thermostat will not be able to connect to the °Stelpro cloud.</p>
<p>Heating is always on, even when the setpoint temperature has been reached.</p>	<p>Make sure the wires of the controller•thermostat are properly connected. (See instructions in “Installing the MAESTRO controller•thermostat” on <a href="#">page 11</a>).</p> <p>NOTE: The controller•thermostat can also control residual heating to maintain the temperature once the setpoint has been reached.</p>
<p>Heating system does not run even though the thermostat indicates it is on.</p>	<p>Make sure the wires of the controller•thermostat are properly connected. (See instructions in “Installing the MAESTRO controller•thermostat” on <a href="#">page 11</a>).</p>
<p>The controller•thermostat does not light up after being installed.</p>	<p>Make sure the wires of the controller•thermostat are properly connected and that the caps are tightened (see instructions in “Installing the MAESTRO controller•thermostat” on <a href="#">page 11</a>).</p> <p>Make sure the circuit breaker associated with the heating system in the electrical box is OFF.</p> <p>If the heating system has a switch, make sure it is ON.</p>
<p>The controller•thermostat is not displaying the correct ambient temperature.</p>	<p>Make sure there are no drafts or sources of heat near the controller•thermostat.</p>
<p>The fan heater turns on and off frequently.</p>	<p>In the heating mode menu, select <b>Fan-Forced Heater</b>.</p>

## DEACTIVATING THE ZIGBEE NETWORK FROM A CONTROLLER•THERMOSTAT

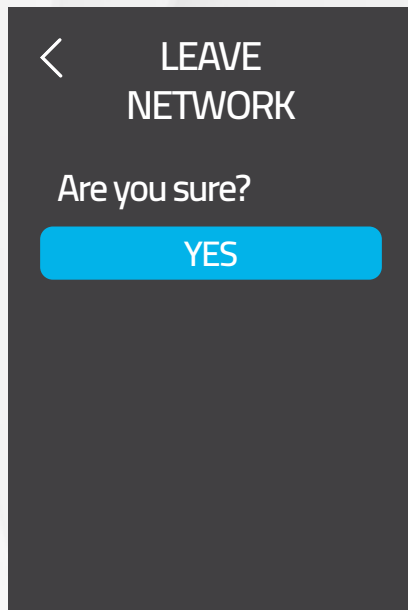
To re-build your network without losing your home configurations (groups, activities, Wi-Fi, etc.), you must first deactivate the Zigbee network on your controller•thermostat.

**1-** Access **SETTINGS**  **> ZIGBEE SETUP > LEAVE NETWORK.**

**2-** Tap **YES** to confirm the deactivation.

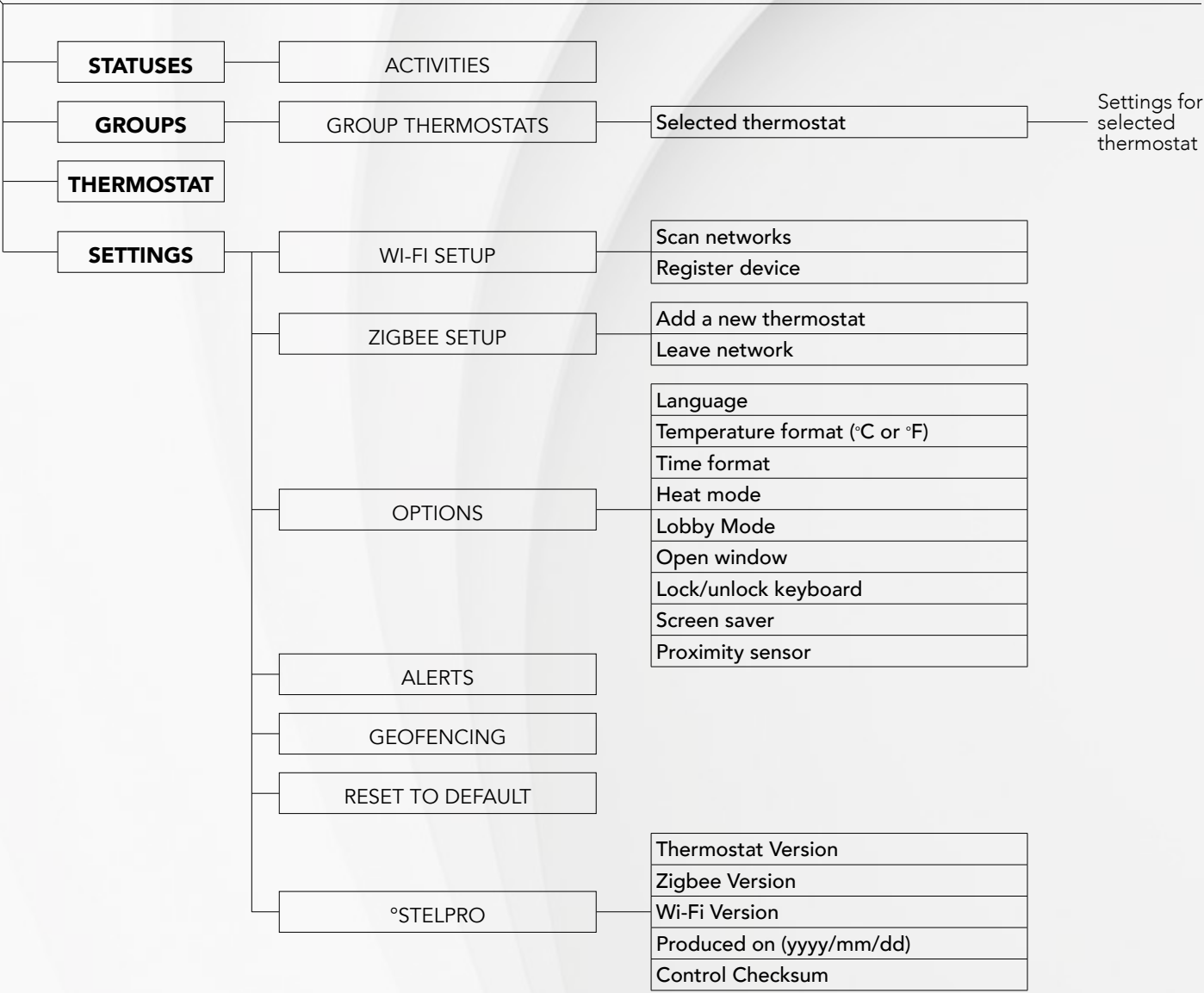
**IMPORTANT:** When the Zigbee network is deactivated, all the thermostats connected to it will disconnect. You will need to connect them to the controller•thermostat's Zigbee network to control them from the controller•thermostat and from the MAESTRO app. Depending on their location in the home, some thermostats may not disconnect automatically when the Zigbee network is deactivated. In this case, you must disconnect the thermostat from the network on the thermostat in question.

**3-** Once the Zigbee network has been deactivated, tap **END** to save the changes.



# MENU TREE

## HOME SCREEN



# CONTROLLER•THERMOSTAT DEFAULT VALUES

Setpoint temperature	21.0°C (70°F)
Wi-Fi connection	Disconnected
Zigbee connection	Disconnected
Home status	I am home
Temperature format	Degrees Celsius
Time format	24 Hours
Heat mode	Baseboard
Lobby Mode	Standard room
Open window detection	Deactivated
Locking	Keyboard unlocked
Screen saver	1 minute
Proximity sensor	Activated
Geofencing	Deactivated
Group	Only 1 group is defined (Central); setpoint temperature is 21.0°C (70°F)
Activities	No activity defined
Name of controller•thermostat	MAESTRO_CTRL

# TECHNICAL SPECIFICATIONS

## ELECTRICAL DATA

Supply voltage	120 - 240 VAC, 60 Hz
Minimum load	Resistive only 150 W at 120 VAC, 60 Hz 260 W at 208 VAC, 60 Hz 300 W at 240 VAC, 60 Hz
Maximum load	Resistive only 2000 W at 120 VAC, 60 Hz 3400 W at 208 VAC, 60 Hz 4000 W at 240 VAC, 60 Hz

## TEMPERATURE DISPLAY

Actual measured temperature	0 °C to 50 °C (32 °F to 122 °F)
Temperature display increments	0.5 °C (1 °F)
Temperature setpoint	5 °C to 30 °C (41 °F to 86 °F)
Temperature setpoint increments	0.5 °C (1 °F)

## CONNECTIVITY

Zigbee	IEEE 802.15.4 protocol
Wi-Fi	802.11 b/g/n

## STORAGE AND OPERATING CONDITIONS

Storage temperature	-40 °C to 50 °C (-40 °F to 122 °F)
Operating temperature	-20 °C to 50 °C (-4 °F to 122 °F) The efficiency of the LCD screen may decrease below 0 °C (32 °F)
Relative humidity	5 % to 95 % without condensation

# WARRANTY

This unit has a 3-year warranty. If at any time during this period the unit fails to function properly, you must return it to the place of purchase with the invoice copy, or simply contact our customer service department (with an invoice copy in hand). In order for the warranty to be valid, the unit must have been installed and used according to instructions. If the installer or the user modifies the unit, he/she will be held responsible for any damage resulting from this modification. The warranty is limited to the factory repair or the replacement of the unit, and does not cover the cost of disconnection, transport and installation.

Email: [contact@stelpro.com](mailto:contact@stelpro.com)

Website : [www.stelpro.com](http://www.stelpro.com)

