



GENIUS
home

DANIEL ROE CASE STUDY

Daniel, his wife and parents live in a stunning rural house near Durham, in the North East of England. Constructed in ornate red brick, it was built in the 1750s. The 12 chimneys provide a clue to how the house was originally heated, with fires lit according to which rooms needed to be warm at each time of day. In more recent times, LPG-fired central heating has been installed, but heating the entire 6000 sq. ft property is very expensive. Daniel was looking for a way to heat their home that has the control of the original fireplaces, but with the modern convenience of central heating. The Genius Hub provided the ideal solution.

Why switch to smart heating controls?

"For me, the decision to get smart heating was mostly down to **economic value of having an intelligent way of controlling the house**, without over heating or under heating some rooms. With smart heating, you only need to heat the rooms when you use them, to make the best use of the money.

I guess there was also the 'cool factor' of being able to use my phone to control each room from anywhere. I was definitely attracted to the 'zoned' systems that control each radiator. **It's much more comfortable than having to manually go around turning radiators off when the rooms are not being used.** You really have to do that in a home this size, otherwise it costs a fortune to heat!"

Why did Daniel choose The Genius Hub?

"I looked at some comparison reviews that tested out a number of systems, including Honeywell, Nest and Tado. In these reviews, people glowed about The Genius Hub, **they were incredibly effusive and said that The Genius Hub was the most capable of the systems on the market.**

The competitors do have some of the features that The Genius Hub has, but we'd be limited in the number of zones that we could control. Also, the bigger providers have fairly clunky looking products with large bulky valves or controllers that wouldn't fit into our home, and were no way near as flexible as The Genius Hub. No other system on the market had the same number of features and maximum number of zones, and the footprint automatic mode too. **For the larger houses, there is simply no other system that can do as much as The Genius Hub.**"

“ **It’s given us the control we need, so that we can easily stay comfortable without wasting money like we were before.** ”

Did Daniel have any concerns before purchasing?

“Yes, I was worried that as The Genius Hub is a wireless system, it wouldn’t work well in a house this large. We can’t get our cordless phone to work across the house even with two range extenders, so we were worried about the range of the signal. I spoke to the Genius home technical team and they assured me that it would be fine, as each radiator valve and smart plug repeats the signal, and they’d installed it in large homes before without any problem. We went ahead with it, and it does indeed work perfectly well; there’s a strong signal everywhere.”

What were his first impressions of Genius home?

“Before ordering, I rang up with a number of questions of how the installation would be. **The guys on the phone were incredibly helpful and talked me through all of the implications of the system.** In one case where there was 5 radiators in one room, the team sorted it all out, so I knew what to order. We bought it through the website and then liaised with a local installer who came to install it for us.

When all the kit arrived it was already labelled and configured, so things just needed to be installed. It was very easy; I didn’t need to set it up at all. The installer did have to experiment a bit with positioning the smart plugs, to see which locations gave the strongest network signal, but

apart from that, it all went very smoothly. **I loved that I could let the Genius home technicians log into my system, so they could give us remote support if we needed it.** More importantly though, it just worked!”

Has Genius home lived up to Daniel’s expectations?

Yes, absolutely. It’s given us the control we need, so that we can easily stay comfortable without wasting money like we were before.

As well as that, I particularly like how it looks in our home. The Genius Hub is clean, white and smart, which fits in very well to all of the rooms even in very grand rooms. The other systems look utterly dated and very poor in comparison. For example, there is not much to see on the radiator valves, they are very discreet. The room sensors are much smaller than we expected - we thought that they would be the same size as security sensors but actually they are tiny, no one notices them.

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Another thing that’s great about The Genius Hub is the ability to chop and change; to move radiator valves from one zone to another was easy to do.

We did that because we realised that actually we didn’t really need control of one room that we had bought a valve and room sensor for. We easily moved the valve and room sensor to another room and then assigned it to a new room on the app. It has given us an incredible amount of flexibility.”

