IMI

neoFlo
Smart Radiator Head

neo

Proven quality...
heatmiser

...in a new look
IMI Heatmiser

Table of Contents

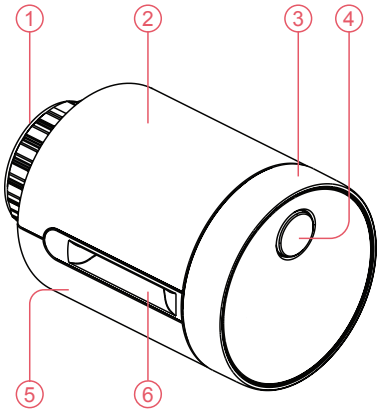
Safety Precautions

- Please read the instructions carefully before use. Keep the manual for future reference.
- The device does not require maintenance and should never be opened by the user (Except the battery compartment).
- The device must not be modified or altered independently.
- Use only indoors.
- Install the device in a dry, sun-protected, vibration-free location.
- The thermostat is not intended for children and must not be used as a toy.
- Do not leave packaging materials or plastics where children may be tempted to play with them, as it might be dangerous.
- Do not attempt to dismantle the neoFlo as it contains no user-serviceable parts.
- Do not remove the cover to clean the neoFlo. The external cover can be cleaned with a soft cloth.

We reserve the right to introduce technical alterations without prior notice.

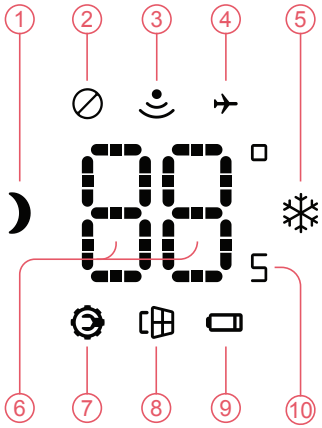
Overview

neoFlo



1. M30x1,5 connection
2. Discrete LED display
3. Setting wheel
4. Push button
5. Battery container with 4 AA batteries
6. Air intake

Display



1. Night setback icon*
2. Key-lock icon
3. Connection icon
4. Holiday mode icon
5. Frost protection icon
6. Temperature set-point
7. Maintenance icon
8. Open window detection icon
9. Low battery notification icon
10. 0.5° resolution

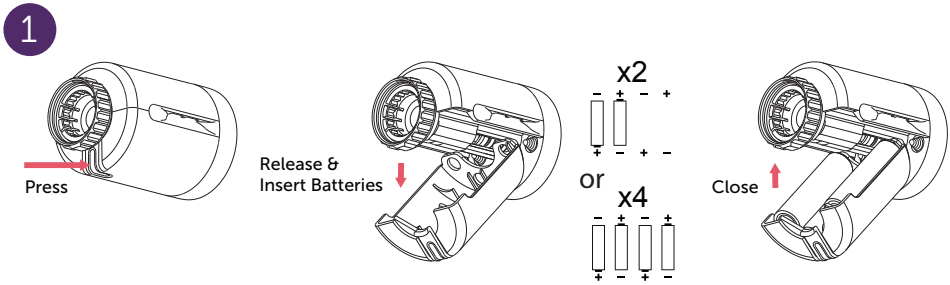
*Note: Night Setback operation is available only in standalone mode (not connected to a neoHub) and when using the standalone time settings.

Installation

First steps

1. Insert battery
Open the battery compartment of the smart thermostatic head. Insert the new LR6 AA batteries in the battery compartment, ensuring correct polarity. Battery orientation is detailed in the battery compartment. The neo-K operates with 2 batteries, but using 4 batteries will extend operating time.

Do not use rechargeable batteries!



2. The neoFlo with then move to the "Fully Open" position to facilitate easy mounting. Animated lines will appear on the display, moving from the M30x1.5 connection toward the setting wheel.

3. The display will show a "circle". Device is now ready for mounting.

Mounting

4. Determine the valve type
The neoFlo is compatible with all IMI M30x1.5 valve connections. An adapter for Danfoss RA valves is included. For other valve types, additional adapters and accessories are listed in our product datasheet.

*can not be used on radiators with integrated valves.

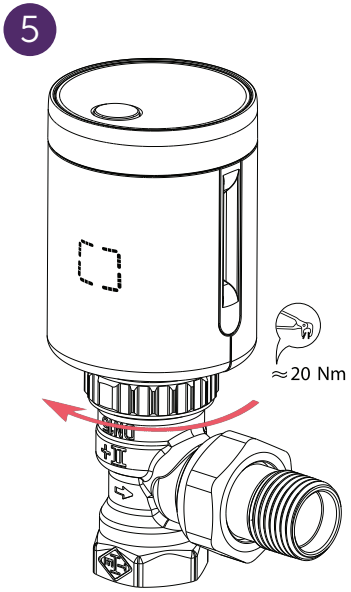
4

Manufacturer	Article No
Danfoss RA (Ø≈20 mm)*	Included
Danfoss RAV (Ø≈34 mm)	9800-24.700
Danfoss RAVL(Ø≈26 mm)	9700-24.700
Vaillant (Ø≈30 mm)	9700-27.700
IMI TA (M28x1,5)	9701-28.700
Herz (M28x1,5)	9700-30.700
Markaryd (M28x1,5)	9700-41.700
Comap (M28x1,5)	9700-55.700
Giacomini (Ø≈22,6 mm)	9700-33.700
Oventrop (M30x1,0)	9700-10.700
Ista (M32x1,0)	9700-36.700

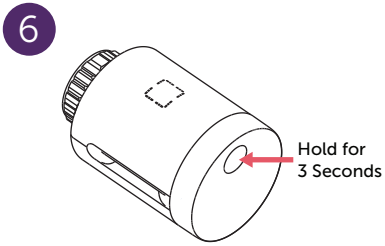
Installation

Mounting

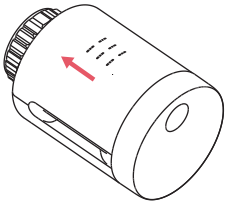
5. Mounting
Mount neoFlo onto the valve and tighten the connection nut (20 Nm).



6. Calibrate
If necessary, activate the display by briefly pressing the button if it has entered standby mode. Then press the button for 3 seconds.



neoFlo will start calibration and then move to the setpoint position of 20°C.

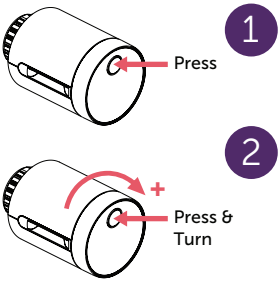


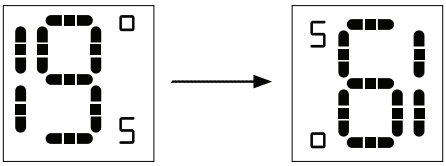
Rotate the display

Note: The display on neoFlo can be rotated by 180°, ensuring good readability even in difficult installations.

1. Press the button once to turn on the display.
2. Hold the button pressed and simultaneously turn the setting wheel until the display change its orientation.

   neoFlo confirms the new display setting by briefly lighting up.





Manual Operation

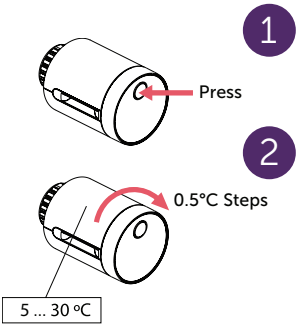
When used without the app, you have access to the basic functions. To fully utilise the device, we recommend using it with the neoHub and the IMI Heatmiser neoApp.

Note: As long as the display is turned off, neoFlo cannot be accidentally adjusted.

Select temperature with the setting wheel

1. Press the button once to turn on the display.
2. The setpoint temperature can be selected by turning the setting wheel in 0.5°C steps from 5-30 °C.

   neoFlo confirms the newly selected setpoint temperature with a brief illumination (Blinking?).



Standalone time setting

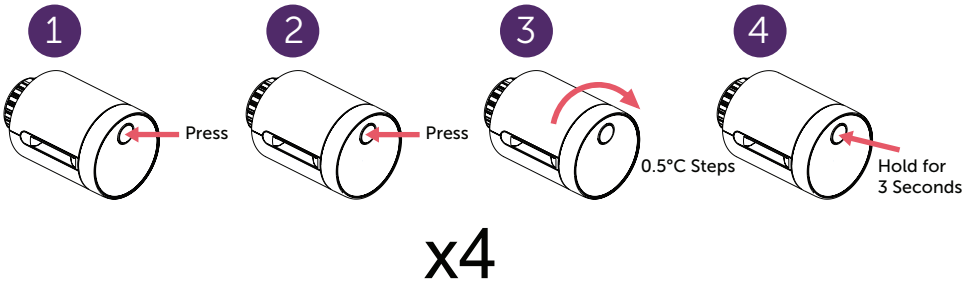
To use neoFlo without the app, we recommend manually entering the standalone time setting menu. neoFlo is put into a 24-hour programming mode for this purpose. Within these 24 hours, the switching points must be manually set at the desired times. Up to 4 switching points can be programed. After 24 hours, the programmed time settings are adopted and repeated daily.

Once you are finished, the programming mode is locked and cannot be changed. To delete your programmed time schedule, breifly remove the batteries to reset the function, and the process can be repeated.

1. Press the button once to activate the display.
2. Press the button again once to switch to the “standalone time setting” menu. (Setpoint temperature display blinks)
3. The desired setpoint temperature can be selected with the setting wheel.
4. Hold the button for 3 seconds to confirm.

Repeat this process within 24 hours at the desired switching times (up to 4 times).
The thermostat now regulates according to your set switching times.

Note: You can manually change the setpoint temperature at any time. neoFlo will hold this until the next switching time.



Manual Operation

Example

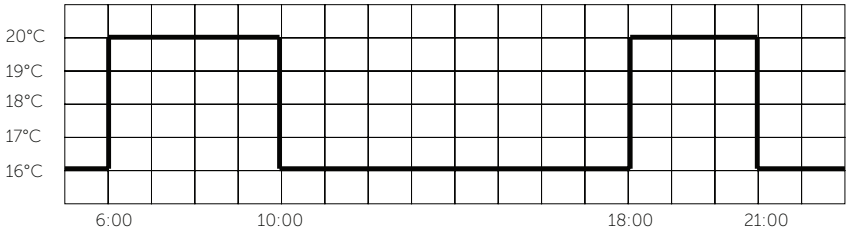
You start the first "standalone time setting" at 06:00 and set the temperature to 20°C (neoFlo enters the 24-hour programming mode and records: switching time 1 at 06:00 to 20°C)

You start the second "standalone time setting" at 10:00 and set the temperature to 16°C (neoFlo records: switching time 2 at 10:00 to 16°C)

You start the third "standalone time setting" at 18:00 and set the temperature to 20°C (neoFlo records: switching time 3 at 18:00 to 20°C)

You start the fourth "standalone time setting" at 21:00 and set the temperature to 16°C (neoFlo records: switching time 4 at 21:00 to 16°C)

These 4 switching points will repeat every 24 hours.



Boost

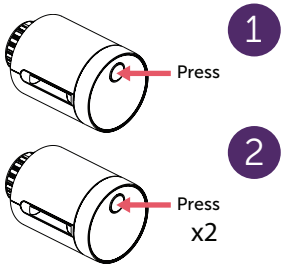
Note: The Boost function opens the valve fully for 30 minutes to achieve the fastest room heating (maximum flow). Afterwards, neoFlo returns to the previous setpoint temperature.

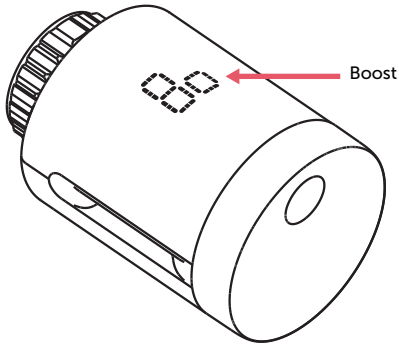
1. Press the button once to turn on the display.

2. Then press the button twice to start the Boost function.

The display will show Bo.
The valve opens fully for 30 minutes. Afterward, neoFlo reverts to the previous setpoint temperature.

Note: You can manually change the setpoint temperature at any time to cancel Boost. neoFlo will hold this until the next setpoint.





Manual Features

Open window detection – Save Energy Automatically

If the room temperature drops sharply (≥2°C in 2 minutes), neoFlo closes the valve for 30 minutes to prevent unnecessary heating. The open window icon appears on the display, and after 30 minutes, the system returns to the previous mode (Auto or Manual). Settings can be adjusted via the IMI Heatmiser neoApp.

Boost Mode – Quick Heating on Demand

Activating Boost mode fully opens the valve for 30 minutes, rapidly warming the room. A countdown appears on the display, and after 30 minutes, the system reverts to the previous mode. To activate the Boost, perform steps presented in this manual. Users can cancel Boost mode early by pressing the pair button.

Frost Protection – Prevent Freezing Pipes

If the room temperature drops below 5 °C, neo-K automatically opens the valve to protect against freezing. The default is 5 °C and is suitable for most applications. The frost protection icon appears on the display . Settings can be adjusted via the IMI Heatmiser neoApp.

Valve Protection – Prevents Limescale Build-Up

To maintain performance, neoFlo runs an automatic valve exercise cycle once a month, preventing limescale deposits that could affect operation.

Low Battery Indicator – Long-Lasting Power

A low battery icon appears when the battery needs replacement. Thanks to hybrid technology, battery life lasts approximately 5 to 6 years.

App Control

neoHub and neoApp

Important: To fully utilise neoFlo, it must be integrated into your IMI Heatmiser neoApp via a neoHub. You can find information on how to set up the neoHub in the respective installation instructions.
Download the IMI Heatmiser neoApp from the Apple Store or Google Play Store onto your mobile device. Register in the app or log in with an existing account. Connect your account with your neoHub by setting up a new location in the app.

Note: After each battery change neoFlo first checks whether it was already connected to a hub. If so, neoFlo automatically connects to the neoHub. Your preset schedules will be restored.

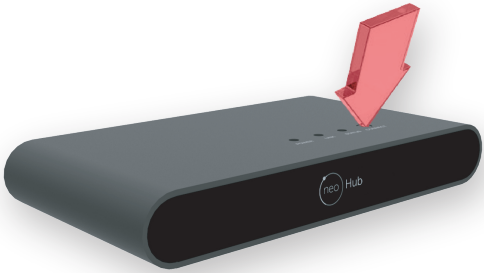
Download on the App Store

GET IT ON Google Play

Pairing the neoHub

To pair the neoHub with the neoApp, follow these steps.

1. Connect the neoHub to your router with the Ethernet cable provided.
2. Connect the power supply to the neoHub.
   The router will automatically assign an IP address to the neoHub, and the Link LED will turn red to indicate a successful network connection. Once connected to the IMI Heatmiser cloud server, the Link LED will turn GREEN.
3. Connect your smartphone or tablet device to the same WiFi network as your router.
4. Download the FREE IMI Heatmiser neoApp from the Apple App Store or Google Play Store and register an account.
5. Once you have registered your account, press Sign In, then “Create a new property”.
6. Press the connect button on the neoHub to add the location to your account.



7. When successfully connected, enter a title for the location (e.g. Home).

Pairing the neoFlo

In the app:

1. Go to the menu item “Add neoFlo” in the app.

2. Follow the instructions and start pairing in the app. The neoHub actively searches for a neoFlo radio signal for 2 minutes.

at the neoFlo:

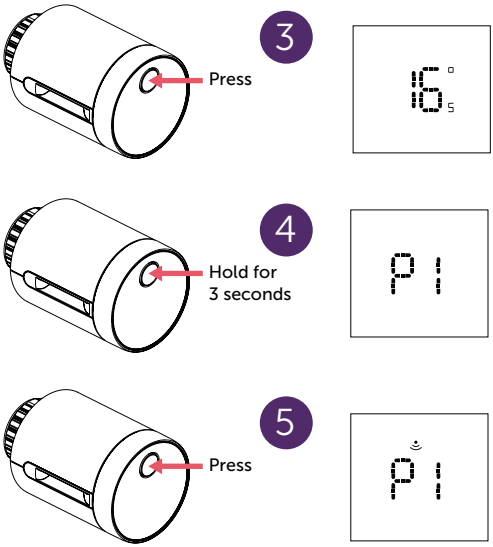
3. Press the button once to turn on the display.

4. Press and hold the button for 3 seconds to switch to the pairing menu “P1”.
   The display shows P1.

5. Press the button to start pairing.
   The display shows P1 and the Radio signal status icon begins to blink.

   If the connection to the neoHub is successful, neoFlo exits pairing mode. The connection symbol stops blinking. The symbol is displayed permanently on the screen.

   neoFlo will appear in your neoApp.



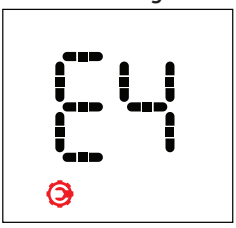
Note: If pairing is NOT successful, the display shows error code E4 and then returns to the main menu. The process can be repeated. Please check whether the devices are within radio range of the neoHub.

Error Codes

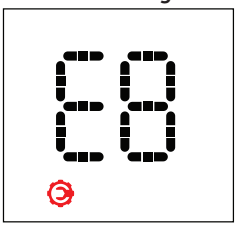
E4 = If connection to the neoHub is unsuccessful, the *Maintenance* icon will show and the error code **E4** will appear on the display. In this case, you will need to repeat the pairing process.

E8 = If the connection to the RF-Switch fails, the *Maintenance* icon will be displayed along with error code **E8.** In this case, you will need to repeat the pairing process.

neoHub Pairing Failed



RF-Switch Pairing Failed



Pairing to the RF-Switch

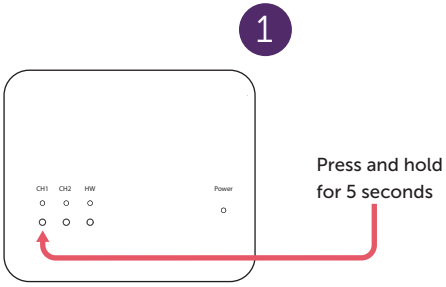
Note: After each battery change, neoFlo first checks whether it was already connected to a device. If so, neoFlo automatically attempts to reconnect. The connection symbol on the display will blink. If the connection was successful, the connection symbol remains steadily lit. If the connection was **NOT** successful, the display shows the error code "E4". Pairing must then be repeated.

To pair the neoFlo with the RF-Switch, follow these steps.

On the RF-Switch:

1. **Press and hold the CH1 button for 5 seconds, the CH1 light will start flashing, pairing mode is now active on the RF-Switch.**

   Once the RF-Switch detects the pairing signal from the neoAir, the CH1 light will turn off.



On the neoFlo:

2. **Press the button once to turn on the display.**

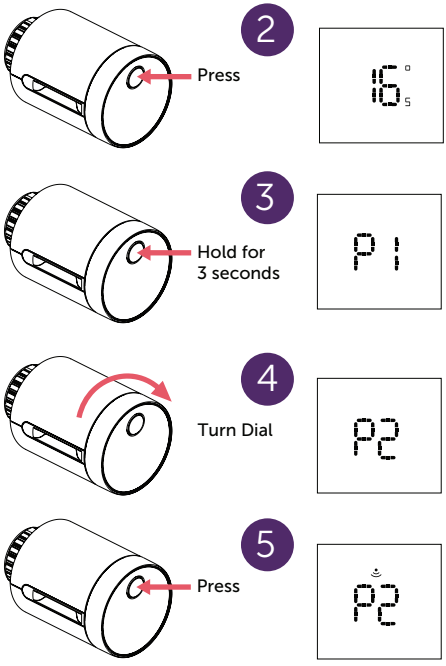
3. **Press and hold the button for 3 seconds to switch to the pairing menu "P1".**

4. **Turn the setting wheel until "P2" is displayed on the screen.**

5. **Press the button to start pairing.**
   The display shows "P2" and the connection symbol begins to blink.

   If the connection to the RF-Switch is successful, the thermostat head exits pairing mode. The connection symbol stops blinking. The symbol is displayed permanently on the screen.

   neoFlo will now appear in your neoApp.



Note: If pairing is NOT successful, the display shows the error code "E8" then returns to the main display. The process can be repeated. Please check whether the devices are within radio range of each other.

Connected Features

Through the neoApp, additional features are available in the neoFlo.

Setting comfort levels

You have the choice of Weekday/Weekend, 7 Day, and 24 Hour programming. When the devices are connected to the mesh network, the program mode for the system is configured by using the neoApp.

The neoflo is supplied with comfort levels already programmed, but these can be changed easily. The default times and temperature settings are:

07:00 - 21°C (Wake) 09:00 - 16°C (Leave)16:00 - 21°C (Return) 22:00 - 16°C (Sleep)

If you only want to use 2 levels, you should program the unused levels to `--:--`.
For Weekday/Weekend programming, the four comfort levels are the same for Mon-Fri, but can be different for Sat-Sun. For 7 Day programming each day of the week can have four different comfort levels. In 24 Hour mode all days are programmed the same.

Switching differential

This function allows you to increase the switching differential of the neoFlo. The default is 1°C which means that with a set temperature of 20°C, the thermostat will switch the heating on at 19°C and off at 20°C. With a 2°C differential, the heating will switch on at 18°C and off at 20°C.

Frost protect temperature

This is the temperature maintained when the neoFlo is in Frost Mode. The range is 05 - 17°C. The default is 12°C and is suitable for most applications.

Output Delay

To prevent rapid switching, an output delay can be entered. This can be set from 00 - 15 minutes. The default is 00 which means there is no delay.

Temperature Up/Down limit

This function allows you to limit the use of the up and down temperature arrow keys. This limit is also applicable when the thermostat is locked and so allows you to give others limited control over the heating system.

Optimum start

Optimum start will delay the start up of the heating system to the latest possible moment to avoid unnecessary heating and ensure the building is warm at the programmed time. The neoFlo uses the rate of change information to calculate how long the heating needs to raise the building temperature 1°C (with a rate of change of 20, the neoFlo has calculated the heating needs 20 minutes to raise the building temperature 1°C) and starts the heating accordingly.

Connected Features

Holiday Mode

Users can set Holiday Mode ✈ via the IMI Heatmiser neoApp, switching all devices to frost protection until a specified return date. If needed, heating can be temporarily activated for 1 hour directly on the neoFlo.

Key lock – Prevent Unwanted Adjustments

To avoid accidental or unauthorized changes, the neoFlo can be locked. When active, a key-lock icon appears on the display ⊘. neoFlo can only be locked through the IMI Heatmiser neo app. A 4-digit code can be entered to activate the lock function. Once activated, the dial on the neoFlo will be disabled, preventing any changes to the set temperature

Temperature hold – Temporary Adjustments

Users can set a specific temperature for a chosen duration outside the normal schedule. Once the hold time expires, the system reverts to the previous schedule or set temperature.

Offset temperature – Fine-Tune Room Comfort

Since the neoFlo measures temperature directly at the radiator, it in some installations it may not reflect the actual room temperature. To account for this difference, users can apply a temperature offset within a range of ±5°C. For instance, if the neoFlo displays 20°C but the room temperature is measured at 18°C, an offset of −2°C can be set. By default, the offset is set to 0°C in the IMI Heatmiser neoApp.

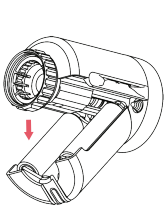
Adaptive thermal balancing – Even heat distribution

Balancing your heating system makes sure every radiator gets the right amount of hot water, which saves energy and keeps your home comfortable. The neoFlo fits onto your existing radiator valves and automatically adjusts the flow to stop uneven heating. For basic setups, simple thermal balancing might be enough. But if you want the best performance, IMI offers smart solutions with two types of valves: static (V-exact II) and dynamic (Eclipse).

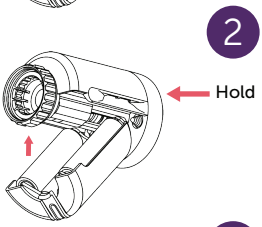
Factory Reset

To factory reset the neoFlo, follow these steps

1. **Remove the battery compartment.**
   As detailed on page 3.

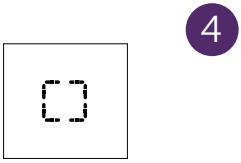


2. **Press and hold the button while reinserting the battery compartment.**
   The display will blink and show "CL".



3. **Hold down the button until "CL" stops blinking.**
   If the device is paired to a hub, the connection icon will also disappear.

4. **neoFlo will return to the installation position (the display shows a "circle").**
   The device has been successfully reset to factory settings.



Note: The neoFlo will return to installation mode. Please follow the installation process as described on page 3 of this guide.

Technical Data

Supply voltage	2/4 x 1,5V LR6 (AA/Mignon)
Battery life	
4 batteries	up to 6 years
2 batteries	up to 3 years
Radio frequency	869 MHz
Dimensions (L x Ø)	78 x 53 mm
Weight (including 4 batteries)	250 g
Ingress protection	IP 20
Compatibility	neoHub Smart Gateway (gen. 3) RF-Switch V2
Setting range	5 to 30°C
Operating temperature	5 to 50°C
Storage temperature	-20 to 50°C
Noise level	
Comissioning	~30 dB(A)
Operating	noise free
Standards	RED 2014/53/EU RoHS 2011/65/EU WEEE REACH EN 62368 EN 300328 EN 301489

We reserve the right to introduce technical alterations without prior notice.

Disposal

Do not dispose of the Smart Thermostatic Head neoflo with regular household waste.
Electronic devices must be taken to designated collection points for proper disposal, in accordance with the Waste Electrical and Electronic Equipment (WEEE) Directive.

Do not dispose of used batteries with household waste.
Please take them to an approved battery collection or recycling point.

This device complies with the EN62368/EN300328/ EN301489 of the CE Rules.
This device complies with the ROHS 2.0 Rules.

Want More Information?

Call our support team on: +44 (0)1254 669090

Or view technical specifications directly on our website: www.heatmiser.com

PDF FAQ

IMI Heatmiser
Units 1-5 Hurstwood Court, Mercer Way
Shadsworth Business Park, Blackburn,
Lancashire, BB1 2QU, United Kingdom.

Rev 1.2