

tado° Care

Smart Thermostat company tado° goes beyond heating control presenting a revolutionary connected maintenance service

Berlin, September 5, 2014 - At the IFA technology show in Berlin, the Smart Thermostat company tado° unveils the brand new tado° Care - an exclusive service which prevents heating system breakdowns and offers immediate help in case of malfunctions.

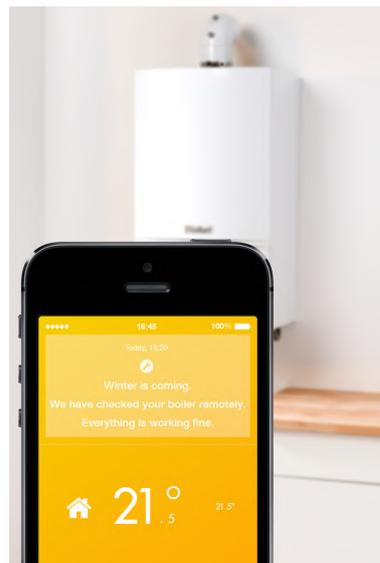
In summer when it gets warm outside it is easy to forget about one's heating system. Many boilers break down during these months, in most cases unnoticed by their owners who will then be in for an unpleasant surprise on the first cold day. This "switch-on" period in autumn is the peak time for heating engineers who might only be able to offer an appointment for a repair after several days of waiting.

With the new service tado° Care the Munich-based company now presents the perfect solution to this problem.

tado° Care is a free additional service that is available to all existing and new tado° customers as of today. It comes with the tado° Smart Thermostat and is designed to prevent heating system breakdowns and offer immediate help in case of malfunctions. As part of the new service a remote and free of charge boiler check will be offered to all tado° customers every year in late summer. This check runs in the background and tado° sends a push notification via the tado° App to assure that everything is working properly before the winter season starts.

tado° is the only Smart Thermostat which is also able to connect to the digital boiler interfaces of most manufacturers in Europe. A digital interface enables tado° Care to detect errors and maintenance requirements well in advance. It monitors the performance of the heating system and sends the user a message if action is required. For example if the water pressure is too low tado° will inform the customer in the mobile app news feed and will suggest self-help actions or connect him directly to an engineer if required. Partnerships with many individual installers as well as large installer networks such as HomeServe plc (LON:HSV) enable tado° to offer immediate on the ground support.

"We want to offer our customers a 'all-round carefree package' for their heating. They should not have to deal with unexpected heating system problems. With our tado° Smart Thermostat we enable our users to easily save money & energy without having to sacrifice their comfort. The new service tado° Care takes it one step further by providing certainty that the heating is operational and preventing damage before it occurs. We are glad that all beta users of this new service are extremely satisfied. tado° Care again illustrates the power of connected devices." says Christian Deilmann, founder & CEO of tado°.



Images

High-resolution images are available in our press lounge: <https://www.tado.com/gb/press>

About tado°

tado° is the intelligent climate control for private households, small businesses and shops. It recognises where the residents currently are and controls the temperature accordingly. It also takes current weather forecasting data and building characteristics into account. With its fully automatic climate control, tado° not only makes everyday life easier, it makes your home or place of work more comfortable and helps you save money and energy.

tado° was founded by Christian Deilmann, Johannes Schwarz and Valentin Sawadski in 2011. The team has been working on the development of tado° at the headquarters in Munich since 2010. After going to market in November 2012 and gaining tens of thousands of users in the EU with tado° Heating, the team globally launched tado° Cooling for AC.

The name “tado” is derived from the Japanese greetings “tadaima” and “okaeri”. Loosely translated, they mean “I’m home” and “Welcome home”.

For more information, please visit www.tado.com.

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