



This guide provides the essential operational parameters for installers, landlords, and system managers using the Smart Life and Tuya platforms with Whisper Controls hardware. Understanding these limits is critical for ensuring system stability and seamless performance across residential and commercial heating installations.

System Architecture & Scaling Limits

These caps define the maximum capacity of a "Virtual Home" within the app, ensuring that high-density device environments remain responsive.

- **Home Devices:** A maximum of 200 devices can be added per home, which increases to 1,000 for users on App Version 6.9.0 and later.
- **Room Configuration:** You may create up to 20 rooms per home.
- **Device Density:** Each individual room can support up to 50 devices.
- **Account Capacity:** A single user account can create or join up to 20 separate homes.
- **Simultaneous Logins:** A single account supports up to 200 mobile devices logged in at the same time.

Automation & Smart Logic Constraints

Effective energy management relies on reliable automation. To ensure your "Goodnight" routines or "Away Modes" trigger correctly, observe the following logic limits:

- **Schedules & Timers:** A single device supports 30 local timers (stored on the device hardware) and 200 cloud timers.
- **Automation Actions:** You can program up to 200 actions within a single automation scene.
- **Condition Logic:** A single automation can have a maximum of 10 concurrent conditions.
- **Scene Capacity:** A home can support up to 200 distinct Tap-to-Run scenes.

Implementation Best Practices for Professionals

For Installers & Heating Engineers

- **Reliability:** Prioritise local timers (limit of 30) for critical heating schedules to ensure basic functionality continues if the property loses internet connectivity.
- **Device Groups:** You can create up to 20 device groups per home, with each group containing up to 100 devices, to simplify the control of multiple thermal actuators or thermostats.

For Landlords & HMO Managers

- **Portfolio Management:** Use the 20 homes per account limit to oversee multiple properties from one interface without the need to switch logins.
- **Access Control:** You can add up to 20 members to a single home, allowing you to grant tenants or family members-controlled access to specific heating zones.

For Social Housing Providers & Estate Managers

- **Estate Oversight:** Leverage the 200-login limit to allow maintenance teams and managers simultaneous access to the platform for monitoring purposes.
- **System Integrity:** MQTT message lengths are capped at 64 KB; ensuring data integrations stay within this limit prevents lost commands or reporting failures.

Troubleshooting & Technical Support

If you encounter connectivity or sharing issues, cross-reference your setup with these common technical thresholds:

- **Device Sharing:** A single device can be shared with a maximum of 20 users.
- **Trigger Principle:** These quantity limits are interrelated; if one cap is reached, it may prevent the addition of other features before their individual limits are hit.
- **Message Discarding:** Any MQTT (Message Queuing Telemetry Transport) message exceeding 64 KB will be directly discarded by the platform.