CARING FOR YOUR THERMOSTAT

Cleaning Your Thermostat
You can clean your thermostat screen by spraying water on to a clean, microfiber cloth. Wipe the surface of the screen with the dampened cloth.

NOTE: Never spray any liquids directly onto your thermostat

Rebooting Your Thermostat
You can reboot your thermostat by gently pulling the thermostat from the backplate. Rebooting will not alter programming or configuration options.

Resetting Your Thermostat
At some point during the life of your thermostat you may want to quickly reconfigure it or restore it to the default state.

- Reset Registration: Deletes your registration settings (i.e. username and password). Equipment settings and personal preferences are saved.
- Reset Contractor Information: Resets your HVAC contractor information in the Service menu.
- Reset Preferences: Resets all your preferences, reminders, alerts and programming back to the default state.
- Reset All: Resets the thermostat back to its default factory settings and removes any registration information.

NOTE: Reset All removes all equipment settings created during installation. Have your installation instructions nearby to help you reconfigure your thermostat.

On Thermostat:
1. Touch Main Menu > Settings > Reset
2. Select a reset option:
   - Reset Registration
   - Rest Contractor Information
   - Reset Registration (only shows if currently registered)
   - Reset All
3. Touch Yes to confirm the reset.

Troubleshooting
The Service menu shows helpful information about your thermostat including:

- Thermostat name
- Serial number
- Software version
- Contact information for your HVAC contractor
- Contact information for Carrier Customer support

This information is useful when troubleshooting network issues or contacting Carrier technical support.

On the Thermostat and Smartphone App:
Touch Menu > Service
On the Web Portal:
Select About tile.