

# 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.