

Frequently Asked Questions and Answers

Q: Some or all keys on the display do not work; why not?

A: Thermostat screen is locked.

Q: Backlighting seems dim; is it designed to be dim?

A: When using batteries for power, install fresh AAA alkaline batteries.

Q: Thermostat is asking for heating or cooling to come on (screen shows -Heat On- or -Cool On- in display) but there is no heating or cooling running.

A: Call your local heating and/or cooling contractor to check your heating and/or cooling system.

Q: Why doesn't the thermostat respond when I touch the screen?

A: Check to determine if the screen is in the Locked or Clean mode. See Screen Locked and Cleaning Thermostat Screen sections.

Q: The thermostat only allows selection of one day to program. Why is this?

A: Check the screen to ensure it shows OK TO PICK MULTIPLE DAYS.
You may need to simply press EDIT.