



# ComfortChoice Edge<sup>®</sup> Owner's Manual






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## You will love this thermostat.

You have the Edge<sup>®</sup> thermostat. This unique device's state-of-the-art technology makes it easier than ever for you to keep your home comfortable. Designed to be as smart - and smart-looking - as any of the other electronics in your home, your new Edge thermostat offers programming options to fit your lifestyle - not anybody else's. The Edge thermostat can be set for 7-day, 5/2-day, or 1-day programmable operation. Different heating and cooling set points and times are programmable for 4 periods per day. The thermostat has no need for batteries to store user-configured settings in memory. During power loss its internal memory saves settings for unlimited time, and the clock continues to run for at least 24 hours. Let this manual show you how easy it is to enjoy the newest experience in home comfort.

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## Thermostat display

The thermostat display is shown in Figure 1. The following information can be displayed on the screen:

- Day of the week
- Programming option - indicates which settings are being adjusted (clock, calendar, daily schedule, vacation settings)
- Filter reminder
- Current temperature
- Current program routine - follow scheduled programming, hold current settings, or run vacation program
- Fan mode - on or auto
- Current system mode - heating, cooling, emergency heat, heat/cool (auto), off
- FC - Fahrenheit display
- Advanced programming indicators
- Keypad is locked (no padlock means unlocked)
- System is in auxiliary (supplemental) mode
- Cooling set point; cooling on
- Heating set point; heating on (the 2 indicates second stage of heating or cooling is active)
- Heating setpoint
- Year
- Vacation schedule return date
- Day

## Thermostat display

- Length of time for temporary temperature hold
- Time left in utility curtailment/real-time pricing (temperature adjustment) events
- Month
- Time period start
- Period of the day

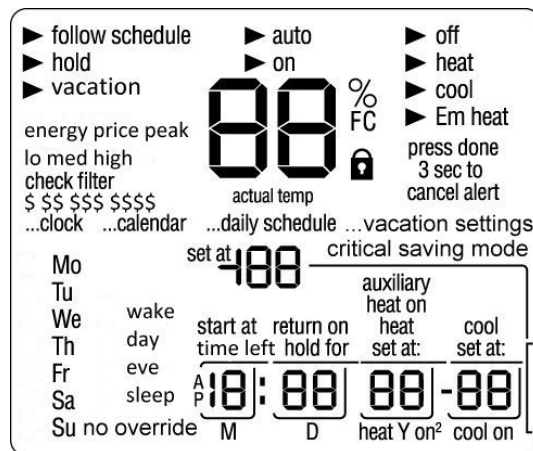


Figure 1  
Thermostat Display

## Thermostat buttons

The thermostat has buttons that are accessible on the front panel when you open the front cover. These buttons are used for various functions such as raising or lower the desired setpoint and changing the current mode. See Figure 2. Button functionality is summarized below.

**SET BUTTON** — Enters the thermostat programming schedule and allows you to adjust the clock and vacation settings.

**SCHEDULE BUTTON** — Allows you to choose to follow a schedule, hold the current set points, or go into vacation mode.

**FAN BUTTON** — Selects whether the fan operates continuously (on) or only when needed for heating or cooling (auto)

**MODE BUTTON** — Selects whether the thermostat is set for heating, cooling, emergency heat, auto (heat and cool as needed), or off modes.

**DONE BUTTON** — Saves the settings when completing a setup or programming step.

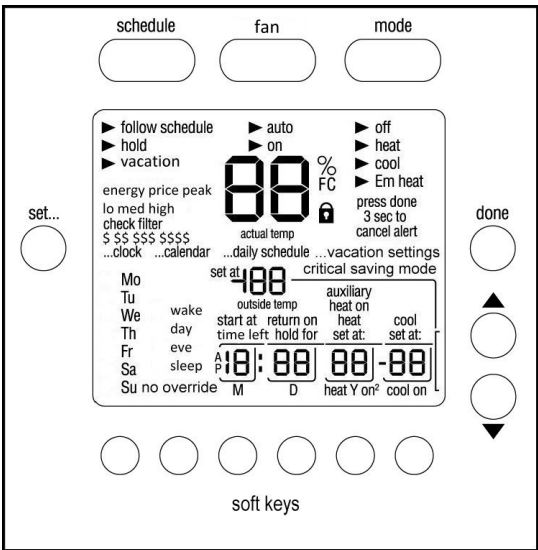
**UP BUTTON** — Increments the currently chosen value (temperature, clock, calendar, etc.).

**DOWN BUTTON** — Decrements the currently chosen value (temperature, clock, calendar, etc.).

**“SOFT” BUTTON** — There are 6 soft buttons. The soft buttons are used to select the onscreen indicator directly above the specific button. These indicators can change based on user actions.



# Thermostat buttons



**Figure 2**  
Thermostat Buttons

## Setting time and date

This thermostat communicates wirelessly with a communication network. It automatically obtains the current time and date from the communication network.

In the event of loss of network communication, you can manually set the time and date by following the instructions below. If you notice that the time is not adjusted for daylight saving time you can adjust the hour at any time by following Steps 1,2, and 3 below.

1. Open the door.
2. Press the **set** button on the left. The screen will show the word *clock* on the left of the display and the time will be shown on the bottom.
3. To set the hour, press the **soft button below the hour**, and then press the **up** or **down** button to adjust the value.
4. To set the minutes, press the **soft button below the minutes**, and then press the up or down button to adjust the value.
5. To set the date, press the **set** button until the screen displays the word *calendar* and the date is shown on the bottom of the screen.



## Setting time and date

6. To set the month, press the **soft button below the letter M** (month), then press the **up** or **down** button to adjust the value. Stop at the desired month.
7. To set the day of the month, press the **soft button below the letter D** (day), then press the up or down button to adjust the value. Stop at the desired date.
8. To set the year, press the **soft button below the letter Y** (year), then press the up or down button on the right. Stop at the desired year.
9. Close the door.



## Setting or changing heating/cooling setpoints

Your thermostat is installed with pre-set heating and cooling temperature setpoints. You can use these or change them so your home is as warm or as cool as you would like it to be. You can also temporarily change the temperature after you've programmed your thermostat according to your specific schedule needs.

Follow the steps below to temporarily hold the temperature where you set it for two hours until the next programmed cycle begins.

1. Open the thermostat door. You will see an arrow next to the word *off*, *heat* or *cool* in the upper right corner on the screen, depending on the mode your system is in. (If it's the first time you've used the thermostat, it will say *heat*.) The pre-programmed heating or cooling temperature is displayed in a box at the bottom of the screen.
2. To change the displayed temperature, press the up or down button located on the right side of the display until you reach the desired setting.
3. To change the other temperature setpoint, press the **mode button** above the screen. The arrow will move to the word *cool* or *heat* and the screen will show that temperature in a box in the lower right corner



## Setting or changing heating/cooling setpoints

4. Press the **up** or **down button**, located to the right of the display, to change the displayed setpoint. Stop on the desired setting.
5. When there are arrow indicators next to both the words *heat* and *cool* at the top right of the screen, the heating and cooling temperatures are also displayed at the bottom of the screen. You can change either one by pressing the **soft button below the setpoint temperature** you want to change, then pressing the **up** or **down button** to adjust the temperature. Repeat the process for the other setpoint if necessary. Press the **done** button when you are finished.
6. The thermostat will hold these changes for two hours or until the next programmed cycle begins. The words *hold for 2:00* will be displayed while this temporary hold is in effect. To change the amount of time the temperature is on hold, press the **soft button under the hold hours or minutes**. Then press the **up** or **down button** to adjust the hold time.
7. Close the thermostat door when done.

## Holding the temperature

Follow the steps below to change your programmed temperature settings and hold the temperature at a specific setting without the temperature changing during the next programmed period.

1. Open the thermostat door.
2. Press the **schedule** button located at the top of the display. The arrow will move to the word **hold** under the button.
3. The screen will display the setpoint temperature in the lower right. To change the setpoint temperature, press the **up** or **down** button. The temperature will stay at the new setting until you release the hold.
4. To change the heating setpoint temperature when the cooling temperature is displayed - and vice versa - press the **mode button** located at the top of the screen until the arrow moves to the desired mode - *heat* or *cool*. Then press the **up** or **down button** to change the setpoint temperature.
5. To return the temperature to the pre-set level for that time period, press the **schedule** button until the arrow moves to *follow schedule*.
6. Close the door.

## Programming the thermostat

Unlike many thermostats, this one gives you the option of programming every day of the week differently. It is pre-programmed at the factory with the same settings for all seven days. See the table below.

<b>MONDAY THRU SUNDAY</b>	<b>TIME</b>	<b>HEATING SETPOINT</b>	<b>COOLING SETPOINT</b>
Wake	6 AM	68	76
Day	8 AM	60	85
Evening	5 PM	68	76
Sleep	10 PM	60	82



**Table 1**  
Schedule Factory Settings

## Programming the thermostat

To setup a different schedule where all seven days of the week are the same:

1. Open the thermostat door.
2. Press and release the **set button** repeatedly until the screen displays the words *daily schedule* in the center of the screen. The list of the days of the week will be displayed on the left. All seven days of the week will be displayed, indicating that you can program all seven days the same way now.
3. Look at the column to the right of the days of the week. This column displays the time period (*day, eve, sleep, or wake*). To set the wake time, press the **button under the time period** until *wake* is displayed. To set the wake time, press the **button under the hour or minute** and then press the **up or down button** to set the desired wake time.
4. Next, set the heating temperature setpoint for that time period by pressing the **soft button under the *heat set at: temperature*** on the right and then pressing the **up or down button** to set the desired heating setpoint temperature. (*continued*)





## Programming the thermostat

5. Set the cooling temperature setpoint for that time period by pressing the **soft button under the cool set at: temperature** on the right and then pressing the **up** or **down button** until you reach the desired cooling setpoint temperature.
6. Repeat this process for each of the three remaining time periods - *day*, *evening* and *sleep* - for all days of the week by first pressing the **soft button under the time period** to select it with the arrow. Then use the soft keys to change the start time, heating setpoint, and the cooling setpoint temperature.
7. Press the **done** button when complete.
8. Close the thermostat door.

## Programming the thermostat

**To setup a schedule where all days of the week will not follow the same schedule.**

Fill in Table 2, which follows this procedure, with the desired times and setpoints for each day. Use this table as a guide during programming and for future reference. (*continued*)

1. Open the thermostat door.
2. Press and release the **set button** repeatedly until the screen displays *daily schedule* in the center of the screen. The list of the days of the week will be displayed on the left.
3. Press the **soft button under the days of the week** until the day or days you want to program are displayed.
4. Look at the column to the right of the days of the week. This column displays the time period (*day, eve, sleep, or wake*). To set the wake time, press the **soft button under the time period** until *wake* is displayed, press the **soft button under the hour or minute**, and then press the **up or down button** to change the time. (*continued*)



## Programming the thermostat

5. Set the heating setpoint temperature for that time period by pressing the **soft button under the *heat set at: temperature***. Then press the **up** or **down button** until the desired heat setpoint temperature is displayed.
6. Set the cooling setpoint temperature for that time period by pressing the **soft button under the *cool set at: temperature***. Then press the **up** or **down button** until the desired cooling setpoint temperature is displayed.
7. Repeat this process for each of the three remaining time periods - *day*, *evening* and *sleep* - by first pressing the soft button under the time period to select it. Then use the soft buttons to change the start time, the heating setpoint, and the cooling setpoint.
8. To set the schedule for another day, press the soft button under the days of the week until the day or days you want to program are displayed.
9. Repeat steps 4 through 7 to program each day.
10. Press the **done** button when complete.
11. Close the thermostat door.

## Programming the thermostat

Day of Week	Wake Time/Heat/Cool	Day Start Time/Heat/Cool	Evening Start Time/Heat/Cool	Sleep Start Time/Heat/Cool
<i>Mon</i>				
<i>Tues</i>				
<i>Wed</i>				
<i>Thurs</i>				
<i>Fri</i>				
<i>Sat</i>				
<i>Sun</i>				

**Table 2**  
Daily Schedule Planner

Note: The cooling temperature setpoint must be higher than the heating temperature setpoint. (The temperature difference can be changed by the installer using the Advanced setup configuration.)

## Programming a vacation schedule

### To Program a vacation schedule:

You can program a special heating and cooling schedule for times when you will be away for a vacation or an extended period of time.

1. Open the thermostat door.
2. Press and release the set button repeatedly until the screen displays *vacation settings* on the right side of the display.
3. The selection box is around the heating temperature. Press the **up** or **down** button to select the desired heating temperature setpoint.
4. To adjust your cooling temperature, press the **soft button under the cool set at** temperature on the screen. The selection box will move to that number.
5. Press the **up** or **down** button to select your desired cooling temperature setpoint.
6. To change the fan from auto to on, press the **fan button** at the top.
7. To change the thermostat mode to *heat, cool, or Em heat* press the **mode button** at the top until the arrow is next to the option you want. (*continued*)

## Programming a vacation schedule

8. Press the **done** button.
9. Close the thermostat door.

### Activating your vacation program:

You must schedule a return date to activate your vacation settings before leaving. The thermostat will begin following the vacation schedule after you've selected the return date. On 12:00 AM on the return date, the thermostat will automatically switch back to the follow programmed schedule.

1. Press the **schedule button** at the top until the arrow is next to *vacation*.
2. You will see the next day's date at the bottom of the screen under the words *return on*. There is a box around the day. To set the date (D) you will return home, press the **up button** and stop on the desired date.
3. If you need to change the month (M) for your return, press the **button under the month** on the screen. The selection box will move to the month number.
4. Press the **up button** to set the desired month.
5. Repeat this process to change the year (Y) if necessary.
6. Press the **done button**. This will instruct the thermostat to begin the vacation schedule immediately.
7. Close the thermostat door.



## Overriding a Utility Curtailment

The thermostat allows your local utility to remotely adjust (curtail) the operation and temperature of your air conditioning or heating system for short periods of time - only when absolutely necessary, to help minimize the load on the electric system during periods of peak usage in your area. You always have the ability to override (cancel) the adjustment if needed.

If a utility curtailment is active, the words *saving mode* will be displayed, indicating you are helping to save energy. The clock display will show the time remaining in the curtailment.

### **To override/cancel a utility curtailment:**

1. Open the thermostat door.
2. Press the **soft button below override**. The words *saving mode* will disappear. The thermostat will be out of curtailment mode and your setpoint will return to its previous user-programmed value.
3. Close the door. The clock display will indicate the current time of day.

## Turning heating/cooling system off / Using fan

### Using the thermostat to turn the heating and cooling system off:

1. Open the thermostat door.
2. Press the **mode button** repeatedly until the arrow under the button is next to *off*.
3. Close the thermostat door.

### Using the fan:

When the fan is on, it helps distribute air throughout your home for a more even temperature in all spaces. You can set the thermostat so that the fan runs only during your heating and cooling cycles (auto mode) or to run continuously.

1. Open the thermostat door.
2. Press the **fan button** on the top. The arrow below the button moves from auto to on.
3. When you want to return the fan to auto mode, press the **fan button** again. You will see the arrow next to auto under the button.
4. Close the thermostat door.



## Using Emergency Heat

### Using Emergency Heat:

Emergency heat is useful when the automatic auxiliary heat system can't keep up with demand. (Systems with heat pumps use "auxiliary heat" when it's too cold outside for the heat pump to heat the house without help. The thermostat display indicator for this is *auxiliary heat on*.)

If the heat pump compressor that works with auxiliary heat fails, or if the heat pump isn't working at all, you can turn on the emergency heat for that extra help. (You'll know there's a problem if the house can't seem to get warm when it's very cold outside.) You want to avoid using emergency heat, though, because it's the most expensive option. And, of course, if you suspect a problem with your heat pump, call for service immediately.

Here's how to set your thermostat to use emergency heat.

1. Open the thermostat door.
2. Press and release the **mode button** repeatedly until the arrow under the button moves to *Em heat* on the screen.
3. Close the thermostat door.



## Advanced Programming

### **Advanced Programming:**

You can customize several features of your thermostat. See Table 3 on the page which follows.

## Advanced Programming

Option Number	Configuration	Option Number	Configuration
01	Reset Reminders	07	Unused
02	Unused	08	Unused
03	Backlighting	09	Real-Time Pricing (Medium price) Setpoint Offset
04	Keypad Lockout	10	Real-Time Pricing (High price) Setpoint Offset
05	Unused	11	Real-Time Pricing (Peak price) Setpoint Offset
06	Number of Programming Periods	12	Time-of-Use/ Peak Pricing Setpoint Offset

**Table 3**  
Thermostat Advanced Programming Display Codes

## Reset reminders

The thermostat will display a *check filter* message when it is time to change the furnace filter. When the reminder is displayed on the screen, pressing and holding the **done** button for about three seconds will clear the reminder.

### To reset the check filter reminder:

1. Open the thermostat door.
2. Press and simultaneously hold the **soft buttons below the heat and cool setpoints** (the two bottom buttons on the right). The screen will display *01* and the *check filter* reminder. The display will also show the percentage of time used by the filter. When the percentage reads toward 100%, this means that it is nearing time for filter replacement.
3. Repeatedly press and release the **set button** until the *check filter* reset reminder flashes.
4. Press and hold the **done button** for about three seconds to remove the reminder. The percentage associated with it will go down to zero.
5. Press the **done button**.
6. Close the thermostat door.

## Adjusting backlighting

### Adjusting or turning off the continuous backlighting:

You can setup your thermostat so that it uses a low level amount of backlighting until you press any button, which increases the lighting temporarily. You can adjust the intensity of the backlighting or turn it off completely. The range is off (OF) 1 to 5 brightness.

1. Open the thermostat door.
2. Press and simultaneously hold the **buttons below the heat and cool setpoints** until the screen displays *01* in the lower right corner and the *filter reset* reminder.
3. Press the **up arrow button** until *01* changes to *03*. The number 3 (default backlight setting) will be displayed next to it.
4. To increase the backlight level, press the **rightmost lower button** and then press the **up arrow button** until *4* or *5* appears. To decrease the backlight level, press the **rightmost lower button** then press the **down arrow button** until *2* or *1* is shown. Change the setting to *OF* to completely remove backlighting.
5. Press the **done button**.
6. Close the thermostat door.

## Keypad Lockout

The keypad lockout feature lets you "lock" the thermostat at one of three levels. These levels increasingly limit anyone's ability to make changes. The levels are:

0F - The feature is turned off.

- 1 - You can change temperature settings, time of day, and day of the week only
- 2 - You can change temperature settings only
- 3 - The entire keypad is locked, allowing no changes

### To set the lockout level of the thermostat:

1. Open the thermostat door.
2. Press and simultaneously hold the **buttons below the heat and cool setpoints** (the two bottom buttons on the right) until the screen displays *01* in the lower right corner. The *filter reset* reminder will also be displayed.
3. Press the **up arrow button** until *01* changes to *04* with the number 4 (keypad lockout) next to it.
4. Press the **rightmost soft button** and then press the **up arrow button** until the desired lockout level is displayed: 1, 2 or 3. (*continued*)

## Keypad Lockout

5. Press the **done button**.
6. Close the thermostat door.

You will see a padlock icon on the screen.

### To temporarily unlock the keypad:

1. Open the thermostat door.
2. Press and hold the **up and down buttons** simultaneously for about five seconds.

The padlock icon will disappear. This means the keypad is unlocked and can be used. The keypad will revert back to the locked state after you've stopped pushing buttons for two minutes.

3. Close the door.

Note: To permanently unlock the keypad, follow Steps 2 through 5 of the Keypad Lockout procedure above, but in Step 4, press the **down arrow button** until the screen displays *OF*.

## Real-time pricing

Your utility may offer real-time pricing, which is an electric rate pricing strategy where rates vary over short time intervals, typically hourly. You, as a consumer, can benefit from real-time pricing if you are able to shift or reduce your electric consumption during high cost periods. Your thermostat will help you do this by notifying you when real-time pricing is in effect and automatically adjusting your temperature setpoint by a user-selected number of degrees.

Your utility will provide you with details regarding the pricing associated with the different pricing periods. During the different real-time pricing periods your thermostat will display the words *energy price med* \$\$, *energy price high* \$\$\$, or *peak energy price* \$\$\$\$.

In addition to displaying the real-time pricing notification, the thermostat will also automatically adjust the temperature setting of your air conditioning or heating system in accordance with any "offsets" (setpoint adjustments) that you program into the thermostat, as described in the section which follows. When a real-time pricing setpoint adjustment is in effect, the words *saving mode* will be displayed, in addition to the real-time pricing notification message. If this is critical peak price, the word *critical* will also be displayed. In addition, the clock display will show the time remaining in the pricing event, if that is known.

If you are uncomfortable during a real-time pricing event you always have the power to override (cancel) the setpoint adjustment.



## Real-time pricing

### To override/cancel temperature setpoint adjustment during a real-time pricing event:

1. Open the thermostat door.
2. Press the **soft button below override**. The words *saving mode* or *critical saving mode* will disappear. The thermostat temperature setpoint will return to your previous user-programmed value.
3. Close the door. The clock display will indicate the current time of day.

Note that the screen will continue to display the words *energy price med* \$\$, *energy price high* \$\$\$, or *peak energy price* \$\$\$\$. This indicates that real-time pricing rates are still in effect (but keep in mind that because you pressed the **override button** in Step 2 above, your setpoint is not being adjusted). You could manually adjust your setpoint again, if desired.

### To setup real-time pricing setpoint temperature offsets:

During real-time pricing events you retain ultimate control over your comfort as you, the consumer, select the number of degrees that you want your temperature setting to be adjusted (0 to 10) based on the type of pricing signal received (medium, high, critical).



## Real-time pricing

1. Open the thermostat door.
2. Press and simultaneously hold the **soft buttons below the heat and cool setpoints** (the two bottom buttons on the right) until the screen displays the *check filter* reset reminder and *01* in the lower right corner.
3. Press the **up arrow button** until *01* changes to *09* with *1* next to it. You will also see the words *energy price med* on the screen.
4. Press the **rightmost lower button** then press the **up or down arrow button** until the screen displays the number of degrees (0 to 10) that you want to automatically adjust your thermostat's programmed setpoint when your utility issues a pricing signal.
5. Press the **done** button.
6. Close the thermostat door.

To setup temperature offsets for periods when your utility issues a high or peak pricing signal, follow Steps 1 to 6 above, but in Step 3 press the **up arrow button** until *01* changes to *10* (for high) or *11* (for peak). You will see the words *energy price high* or *peak energy price* on the screen.



## Time-of-use/peak pricing

Your utility may offer time-of-use pricing, which is an electric rate pricing strategy where rates vary dependent on utility-designated peak and non-peak time of day. Your utility will provide you with pricing details. You, as a consumer, can benefit from time-of-use/peak pricing if you are able to shift or reduce your electric consumption during peak price periods. Your thermostat will help you do this by notifying you when time-of-use/peak pricing is in effect and automatically adjusting your temperature setpoint by a user-selected number of degrees.

During peak pricing periods (which are determined by your utility) your thermostat will display the words *peak energy price \$\$\$\$*.

In addition to displaying the peak pricing notification, the thermostat will also automatically adjust the temperature setting of your air conditioning or heating system in accordance with any "offsets" (setpoint adjustments) that you program into the thermostat. When a peak pricing setpoint adjustment is in effect, the words *saving mode* will be displayed, in addition to the *peak energy price \$\$\$\$* notification message.

If you are uncomfortable during a peak pricing event you always have the power to override (cancel) the setpoint adjustment. See the instructions which follow.

## Time-of-use/peak pricing

### To override/cancel temperature setpoint adjustment during a peak pricing event:

1. Open the thermostat door.
2. Press the **soft button below override**. The words *saving mode* will disappear. The thermostat temperature setpoint will return to your previous user-programmed value.
3. Close the thermostat door. The clock display will indicate the current time of day.

Note that the screen will continue to display the words *peak energy price* \$\$\$\$ . This indicates that peak pricing rates are still in effect (but keep in mind that because you pressed the **override button** in Step 2 above, your setpoint is not being adjusted). You could manually adjust your setpoint again, if desired.

During peak pricing events you retain ultimate control over your comfort as you, the consumer, select the number of degrees that you want your temperature setting to be adjusted (0 to 10)



## Time-of-use/peak pricing

### To setup time-of-use/peak pricing temperature setpoint offsets:

1. Open the thermostat door.
2. Press and hold the **soft buttons below the heat and cool setpoints** simultaneously (the two bottom buttons on the right) until the screen displays the *check filter* reset reminder and 01 in the lower right corner.
3. Press the **up arrow button** until 01 changes to 12 with 0 next to it. You will also see the words *peak energy price* on the screen.
4. Press the **rightmost lower button** then press the **up or down arrow button** until the screen displays the number of degrees (0 to 10) that you want to automatically adjust your thermostat's programmed setpoint during peak pricing times.
5. Press the **done button**.
6. Close the thermostat door.

## Hybrid heat, Service reminders, Auto change

### Hybrid Heat (heat pump with a furnace system only):

This thermostat works with Carrier Hybrid Heat systems offering maximum comfort and economy by automatically controlling whether your system delivers heating with the heat pump, with the furnace, or with both options working together.

### Service Reminders:

The thermostat tells you when it's time to change the furnace filter. The *check filter* reminder will be displayed on the upper left of the screen.

To remove the reminder after you or your dealer have replaced the filter, press and hold the **done button** for about three seconds.

### Auto Changeover:

The thermostat displays one of five modes: *heat*, *cool*, *Em heat* (heat pump version only), *heat cool* (auto mode) and *off*. When the mode selection is for both *heating* and *cooling* - auto mode - the system will automatically switch from heating to cooling, or from cooling to heating, to maintain the temperature setpoints.

## Smart recovery, Troubleshooting

### Smart Recovery:

The Smart Recovery feature transitions your home from one temperature period (wake, day, evening, sleep) to the next so that your home's temperature matches the temperature setpoint at the start of each time period. This means, for example, that if your sleep period temperature setting is lower than the period that precedes it, the thermostat will start cooling down the home before the beginning of the scheduled sleep period. The thermostat does this at an energy-efficient rate. This not only helps make your home as comfortable as possible, it also makes your thermostat usage more cost effective.

### Troubleshooting - What If:

- *Auxiliary heat on* is displayed (heat pump and Hybrid Heat systems only):  
Auxiliary heat on applies only to the heat pump version. If it is on, you will see the message *auxiliary heat on*. When it is displayed, it means the system has determined that it's too cold outside for your heat pump to heat the house without help, so it's getting help from the electric heaters. This happens automatically.
- *Em heat* is displayed (heat pump and Hybrid Heat systems only):  
*Em heat* is the display term for emergency heat and applies only to the heat pump systems. When emergency heat has been turned on, *Em heat*

## Troubleshooting

is displayed. You have to turn on emergency heat manually - it doesn't happen automatically - so if you see *Em heat* on the display, it means someone has turned it on.

- There is a Power Outage:

If you lose electricity, you will not need to reprogram your thermostat. The settings are retained in memory.

- A service reminder message is displayed:

The *check filter* service reminder message tells you that it's time to change the furnace filter. Make the indicated changes and reset/remove the reminder message by pressing and holding the **done button** for about three seconds.

- A system error message is displayed:

Table 4 below lists system error messages that may appear on the thermostat display.



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<b>ERROR CODE</b>	<b>DESCRIPTION</b>
E1	The system isn't communicating properly. Call your service provider.
--	The temperature sensor has failed. Call your service provider.
E4	There is an internal memory failure. Call your service provider.

**Table 4**  
Thermostat Error Codes



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