SuperStat®
Pro
Programmable
Thermostat

User Guide

PowerCentsDC

White Rodgers

PowerCentsDC

Copyright April 2008

Data, drawings, and other material contained herein are proprietary to Comverge, Inc., and may not be reproduced or duplicated in any form without the prior permission of Comverge, Inc.

SuperStat is a registered trademark of Comverge, Inc.

Thermostat manufactured in partnership with White-Rodgers.

Contents

Getting Started with Your Thermostat

Overview

Your SuperStat® Pro thermostat consists of two main parts: the cover and the keypad door (lower portion of thermostat front as shown below). You open the cover to access the buttons to operate and program the thermostat.
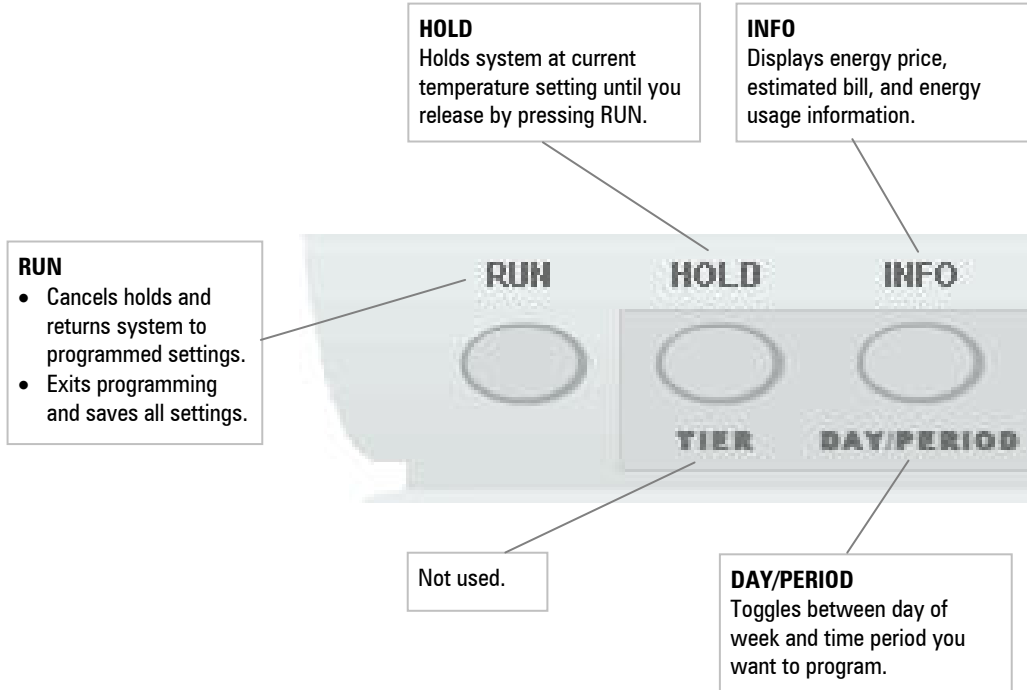
Open the keypad door:

- Flip the keypad door down.

Close the keypad door:

- Push the door up until it lines up with the base. Press gently until the door snaps into place.

Cover

Keypad door (shown open)

Thermostat Buttons

HOLD
Holds system at current temperature setting until you release by pressing RUN.

INFO
Displays energy price, estimated bill, and energy usage information.

RUN
- Cancels holds and returns system to programmed settings.
- Exits programming and saves all settings.

RUN   HOLD   INFO

TIER   DAY/PERIOD

Not used.

DAY/PERIOD
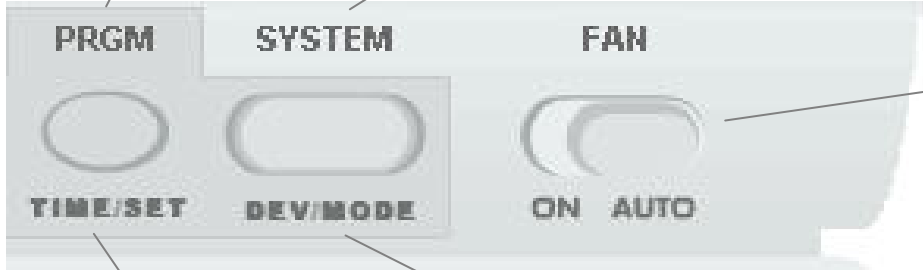Toggles between day of week and time period you want to program.

SuperStat Pro User Guide

PRGM
Allows you to program your thermostat

SYSTEM
Selects the mode in which you want the system to operate: cooling, heating, auto-changeover, emergency heat (applies to heat pumps only), or OFF.
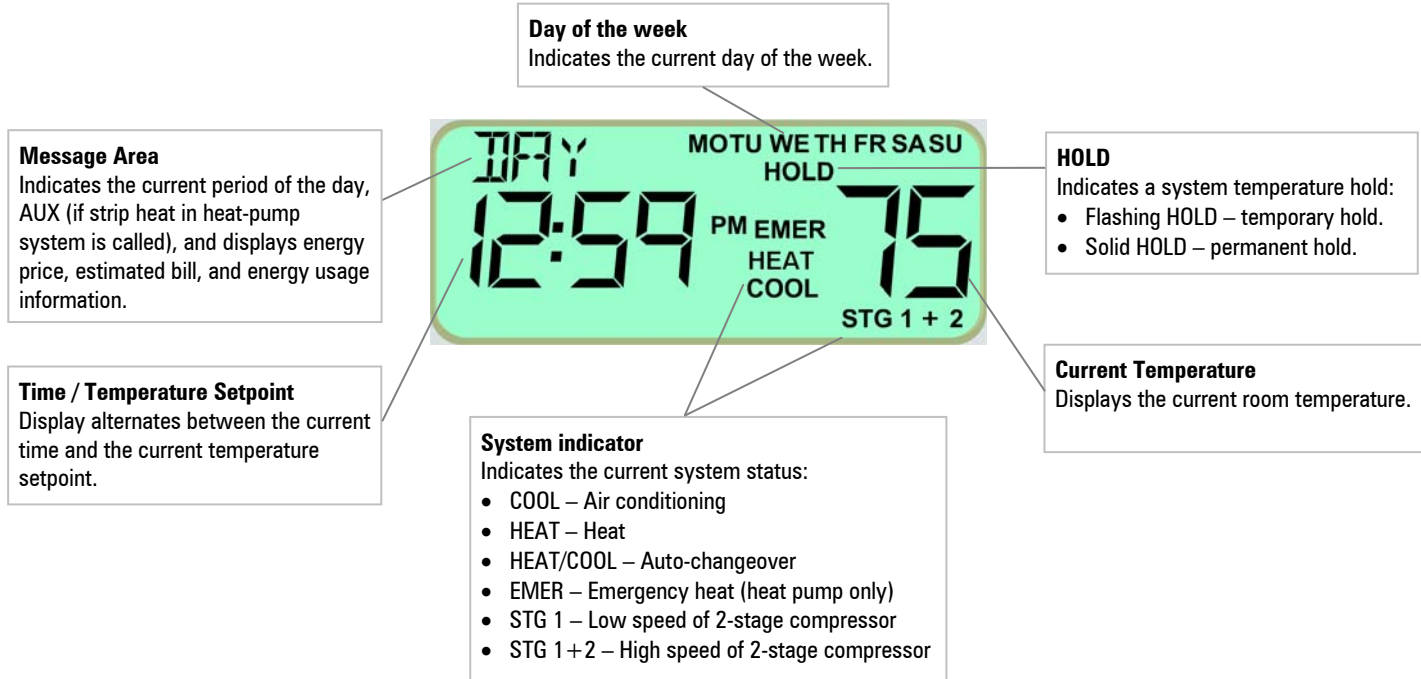
FAN
Controls your system's indoor fan. For energy efficiency, this is normally set to AUTO but can be set to ON.

PRGM   SYSTEM   FAN

TIME/SET   DEV/MODE   ON   AUTO

TIME/SET
Toggles between the period start time and temperature setpoint you want to program.

DEVICE/MODE
Toggles between COOL and HEAT for programming.

SuperStat Pro User Guide

5

Thermostat Display

Day of the week
Indicates the current day of the week.

Message Area
Indicates the current period of the day, AUX (if strip heat in heat-pump system is called), and displays energy price, estimated bill, and energy usage information.

Time / Temperature Setpoint
Display alternates between the current time and the current temperature setpoint.

HOLD
Indicates a system temperature hold:
- Flashing HOLD – temporary hold.
- Solid HOLD – permanent hold.

Current Temperature
Displays the current room temperature.

System indicator
Indicates the current system status:
- COOL – Air conditioning
- HEAT – Heat
- HEAT/COOL – Auto-changeover
- EMER – Emergency heat (heat pump only)
- STG 1 – Low speed of 2-stage compressor
- STG 1+2 – High speed of 2-stage compressor

SuperStat Pro User Guide

Selecting Heating or Cooling

Use the **SYSTEM** button to select your thermostat system mode. The possible system modes are:

- Heating – Displays on the thermostat as HEAT.
- Cooling – Displays on the thermostat as COOL.
- Auto-changeover (see below) – Both HEAT and COOL icons are on.
- Emergency heat – Displays EMER (flashing) and HEAT.
- Off – Displays on the thermostat as OFF.

When heating or cooling is On, STG 1 or STG 1+2 will display (depending on how many speeds your heating/cooling system is capable of using).
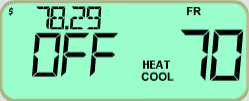
Auto-Changeover Mode

When the thermostat is in auto-changeover mode, it automatically switches between your heating and cooling programmed schedules to maintain your home temperature within your heating and cooling programs. The thermostat will call for heating or cooling as needed, but never both at the same time. Auto-changeover is convenient during the fall and spring when days may be cool in the early morning hours and hot in the afternoons.
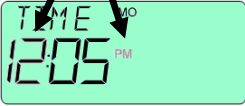
Important:
- In auto-changeover mode, the programmed heat setpoint must be 2 degrees lower than the cool setpoint.
- Keep the windows in your home closed when auto-changeover mode is in effect, to avoid wasting heating or cooling energy.
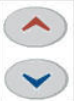
Selecting Heating or Cooling

Quick Guide	Description	Thermostat Display
SYSTEM Press one or more times to select the desired mode.	Press the **SYSTEM** button one or more times to select the desired mode. • When heating is selected, HEAT is displayed. • When cooling is selected, COOL is displayed. • When auto-changeover mode is selected, HEAT and COOL are both displayed. • When emergency heat is selected, EMER HEAT is displayed (EMER flashes). • When the system is Off, OFF displays to the left. When heating or cooling is called (compressor turned On), STG 1 or STG 1+2 will display (depending on how many speeds your heating/cooling system is capable of using).	Cooling On: EVE 6:20 PM FR COOL 70 STG 1 System Off: $ 78.29 OFF FR HEAT COOL 70

Setting the Current Day and Time
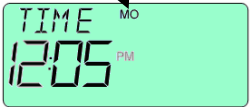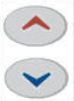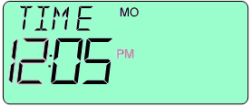
Typically the current day and time on your thermostat will be set automatically by the system. In case the system does not set the day and time, you may need to set it yourself manually.

Quick Guide	Step	Description	Thermostat Display
TIME/ SET Press twice.	1	Press the **TIME/SET** button twice. The display shows the hour and AM or PM flashing.	Hour and AM/PM will flash: *TIME* MO *12:05* PM
Press to select the hour.	2	Press and hold the up arrow ⌃ or down arrow ⌄ button until you reach the correct hour and AM or PM. **Note:** AM begins at midnight and PM begins at noon.	*TIME* MO *12:05* PM

Setting the Current Day and Time

Quick Guide	Step	Description	Thermostat Display
TIME/ SET Press again.	3	Press the **TIME/SET** button again. The display shows minutes flashing.	Minutes will flash: TIME MO 12:05 PM
Press to select the minute.	4	Press and hold the up arrow ⌃ or down arrow ⌄ button until you reach the correct minutes.	TIME MO 12:05 PM

Setting the Current Day and Time

	Quick Guide	Step	Description	Thermostat Display
DAY/ PERIOD	Press once.	**5**	Press the **DAY/PERIOD** button. The display shows the day of week flashing.	Day of week will flash:
⌃ ⌄	Press to select the day of week.	**6**	Press and hold the up arrow ⌃ or down arrow ⌄ button until you reach the current day of the week.	
RUN	Press once.	**7**	Press the **RUN** button to save your settings.	

Replacing the Batteries in Your Thermostat

If **BATT** appears on your thermostat display, the batteries are low and need to be replaced.

Batteries are not required to keep your programming or menu data. However, with batteries installed, your thermostat will maintain the time and continuously display the temperature during a loss of AC power.

Required Battery Type

AA alkaline batteries

Install batteries here.
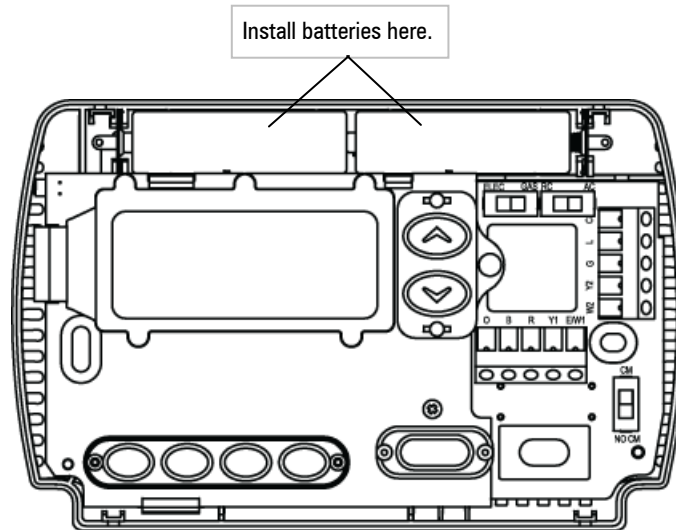
Replacing the Batteries in Your Thermostat

	Quick Guide	Step	Description	Thermostat Display
SYSTEM	Press until OFF is displayed.	**1**	Turn the system off by pressing the **SYSTEM** button one or more times until OFF is displayed in the area where the time is normally displayed.	78 FR OFF HEAT COOL 70
	Remove cover.	**2**	Gently pull the cover straight off the base. **Note:** Forcing or prying on the thermostat can cause damage to the unit.	
	Install batteries.	**3**	Remove old batteries. Install fresh AA alkaline batteries along the top of the base with the positive (+) end to the left (see diagram on page 12).	
SYSTEM	Press to select the desired mode.	**4**	Turn the system back on by pressing the **SYSTEM** button one or more times until the desired mode (COOL, HEAT, or AUTO) is displayed.	EVE FR 6:20 PM COOL 70 STG 1

Resetting the FLTR Display

If FLTR appears in your thermostat display, this is a reminder that you need to change or clean the filter in your heating and cooling system. After you change or clean the filter, you can reset the display so FLTR no longer appears.

Quick Guide	Description	Thermostat Display
RUN ⬭ Press both buttons at the same time. **HOLD** ⬭	Press the **RUN** and **HOLD** buttons at the same time. The FLTR display no longer appears on the thermostat.	EVE 6:20 PM FLTR FR 70 COOL STG 1

Programming Your Thermostat

This chapter explains how to program your thermostat, including programming heating and cooling, and setting and clearing holds.

Your thermostat offers the following options for flexible programming:

- Separate programs for heating and cooling.
- Separate programs for each weekday separately or all weekdays together, Saturday, and Sunday.
- Four time periods per day – Morning, Day, Evening, and Night. You can specify start times and temperatures for each time period.

Conserve Energy While Maximizing Comfort

The SuperStat's programming options help you maximize comfort during the times when you are typically at home. You can also conserve energy during the times when you are typically away from home or sleeping by allowing the temperature in your home to increase (summer) or decrease (winter).

Planning Your Program

Before you begin programming your thermostat, you can use one of the charts below to help you plan your program.

Programming Chart for Weekdays and Weekend

Use this chart if you want all weekdays (MO TU WE TH FR) to be the same and weekend days (SA SU) to be the same.

Period		Weekdays		Weekend	
		Start Time	Temp	Start Time	Temp
HEAT	MOR				
	DAY				
	EVE				
	NGT				
COOL	MOR				
	DAY				
	EVE				
	NGT				

SuperStat Pro User Guide

Planning Your Program

Programming Chart for All Days of the Week
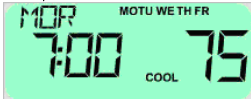
Use this programming chart if you want to specify different start times and/or temperatures for each day of the week.

Period		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		Start Time	Temp	Start Time	Temp	Start Time	Temp	Start Time	Temp	Start Time	Temp	Start Time	Temp	Start Time	Temp
HEAT	MOR														
	DAY														
	EVE														
	NGT														
COOL	MOR														
	DAY														
	EVE														
	NGT														

Programming Heating and Cooling

Quick Guide	Step	Description	Thermostat Display
PRGM Press once.	**1**	Be sure your screen shows the normal display. Press the **PRGM** button to enter programming.	EVE 6:20 PM FR 70 COOL STG 1
DEVICE/ MODE Press until HEAT flashes.	**2**	Press the **DEVICE/MODE** button until the desired mode (HEAT or COOL) begins to flash on your display.	Current mode will flash: EVE 6:20 PM FR 70 COOL STG 1

Programming Heating and Cooling

Quick Guide		Step	Description	Thermostat Display
DAY/ PERIOD	Press until day of week is flashing. Press to select the desired day or group of days.	3	Press the **DAY/PERIOD** button until day of week is flashing in the upper right corner. Use the arrow buttons to select the day or group of days you want to program. You can program the following: MO TU WE TH FR (All weekdays) TH (Thursday) SA SU (Weekends) FR (Friday) MO (Monday) SA (Saturday) TU (Tuesday) SU (Sunday) WE (Wednesday) All Days	Day of week will flash:
DAY/ PERIOD	Press until period is flashing. Press to select desired period of the day.	4	Press the **DAY/PERIOD** button again. MOR will begin to flash in the upper left corner. Use the arrow buttons to select the period of the day you want to program. • MOR (Morning) – Time when you wake up. • DAY – Time when you leave for work. • EVE (Evening) – Time when you arrive home. • NHT (Night) – Time when you go to bed.	Period of day will flash:

Programming Heating and Cooling

Quick Guide	Step	Description	Thermostat Display
TIME/ SET Press until time is flashing. Press to set time at which selected period will begin.	**5**	Press the **TIME/SET** button once until time flashes in the display. Use the arrow buttons to set the time at which you want the selected time period of the day to begin. The arrow buttons change the time in 15 minute intervals. **Note:** PM displays to the right of the time to indicate PM. If PM does not appear next to the time, it is AM. You set only the start time for each time period. Each period ends automatically at the beginning of the next time period. The time periods (MOR, DAY, EVE, and NHT) must follow each other in order. For example, if you set MOR to begin at 6:30 AM, then DAY must begin after 6:30 AM. To skip a period, just program the start time and setpoint to match the previous period.	Time will flash:

Programming Heating and Cooling

Quick Guide		Step	Description	Thermostat Display
TIME/ SET ⬭ ⌃ ⌄	Press until setpoint is flashing. Press to set temperature setpoint.	**6**	Press the **TIME/SET** button again. The temperature setpoint for the system will begin to flash. Use the arrow buttons to set the temperature setpoint.	Temperature will flash: MOR 7:00 COOL 75 MOTU WE TH F
	Repeat Steps 4 through 6.	**7**	Repeat Steps 4 through 6 until all of the periods have been set for the selected day.	
	Repeat Steps 3 through 7.	**8**	After programming all of the periods for group of days you initially selected, repeat Steps 3 through 7, selecting another group of days to program until all 7 days are done.	
RUN ⬭	Press once.	**9**	Press the **RUN** button once to save and exit programming.	EVE 6:20 PM COOL 70 FR STG 1

SuperStat Pro User Guide

Setting Holds

You can override your heating or cooling program by setting a temporary or permanent hold.

To clear holds, see "Clearing Holds" on page 25.

Temporary Holds

A temporary hold is when you override a programmed setting to be in effect until the next programmed time period begins (Morning, Day, Evening, or Night). You do not have to manually clear a temporary hold. When your next programmed time period begins, the temporary hold ends and the setting for the next time period is in effect. If desired, however, you can manually clear the hold at any time.

The thermostat display indicates a temporary hold with a flashing HOLD icon below the Day of the Week.

Permanent Holds
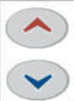
A permanent hold is when you override a programmed setting for an indefinite period of time. A permanent hold lasts until you manually clear it.

The thermostat display indicates a permanent hold by displaying the HOLD icon below the Day of the Week bar (not flashing).

> *Use a permanent hold when you go on vacation or have guests in your home and want to override your programmed settings for an extended period of time. Don't forget to clear it when you come back home or your guests leave.*

Setting Temporary Holds

Quick Guide	Description	Thermostat Display
Press to change the setpoint to the desired temperature.	Be sure your screen shows the normal display. Press the up or down arrow button to change the temperature setpoint higher or lower. The HOLD icon below the Day of the Week bar will begin to flash, indicating that you have placed a temporary hold on the system. The system will return to its normal, pre-programmed schedule at the beginning of the next period of the day interval or Critical price period. If you want to return to your normal programmed setting before the temporary hold has defaulted back to your program, you can clear the temporary hold by pressing the **RUN** button.	HOLD will flash: EVE FR 6:13 PM HOLD COOL 70 STG 1

Setting Permanent Holds

Quick Guide	Step	Description	Thermostat Display
Press to change the setpoint to the desired temperature.	1	Be sure your screen shows the normal display. Press the arrow buttons to change the temperature setpoint higher or lower. The HOLD icon below the Day of the Week bar will begin to flash.	HOLD will flash:
HOLD Press once.	2	Press the **HOLD** button. The HOLD icon stops flashing, indicating that you have placed the system on permanent hold. To clear the hold, press the **RUN** button.	HOLD will stop flashing:

SuperStat Pro User Guide

Clearing Holds

Quick Guide	Description	Thermostat Display
RUN Press once in normal display.	Make sure your display shows the normal display. Press the **RUN** button. The HOLD icon disappears, indicating that you have cleared the hold. This action clears both temporary and permanent holds on heating and cooling.	EVE 6:20 PM FR 70 COOL STG 1

> *You do not have to manually clear **temporary** holds. When your next programmed time period begins, the temporary hold ends and the setting for the next time period is in effect.*

Critical Event Periods

Critical event periods are periods of time when PowerCentsDC would like you to use less energy. For critical peak pricing or critical peak rebate customers, a Critical Event period is the same as a critical peak period where you should use less energy to save money on your electric bill. For hourly pricing customers, it means the hourly energy price is high and you should use less energy to save money on your electric bill.

To initiate a Critical Event period, PowerCentsDC sends a radio signal to your thermostat to override your settings. Your thermostat indicates that a Critical Event period is in effect by turning On the green light to the right of the arrow buttons. The light stays On for the duration of the Critical Event period.

Note: During a Critical Event, you may also see the word "SAVE" appear on the thermostat display.

There will be a limited number of Critical Events each year. For critical peak pricing and critical peak rebate customers, the hours for Critical Events are:

- June - September 2 pm - 6 pm
- November - February - 6 am - 8 am and 6 pm to 8 pm

*Critical Events will not be called in the other months of the year

For hourly pricing customers, the hours may vary. You will be notified about high prices a day in advance.

Note: For critical peak pricing and hourly pricing customers, the price you pay during a Critical Event is substantially higher than the price at other times. If you override the event, you will use even more high priced energy. Therefore, it is important to use as little energy as possible during these events. For critical peak rebate customers, you have the potential to earn a rebate during Critical Events and should try to minimize energy use during an event.

Overriding Critical Events

When you override a Critical Event, the override remains in effect for 8 hours. You cannot cancel an override of a Critical Event.

Caution: It is recommended that you avoid overriding Critical Events whenever possible.

- For critical peak pricing and hourly pricing customers, when you override a Critical Event, you will pay a significantly higher energy price for all usage for the duration of the event.
- For critical peak rebate customers, when you override a Critical Event, you will miss the chance to earn a significant rebate for energy saved for the duration of the event.

Overriding a Critical Event

Quick Guide	Description	Thermostat Display
Press to override a Critical Event.	Press the up or down arrow button to override a Critical Event. The green light on the thermostat turns Off when you override a Critical Event.	EVE 6:20 PM FR 70 COOL STG 1

Displaying Energy Price and Usage Information

For customers on an Hourly or Critical Peak Pricing plan, your thermostat displays information about current energy price. Customers on a Critical Peak Rebate Pricing plan will see a "0" in the energy price display because your energy price is the same as on the regular rate plan with Pepco.

Your thermostat displays information on your estimated bill, energy usage, and Critical Event periods for all customers. During a Critical Event, your air conditioner or heater will be automatically cycled on and off periodically to reduce your energy use.

Energy Price, Estimated Bill, and Energy Usage Information

For hourly and critical peak pricing customers, your thermostat displays your current energy price in cents/kWh. The energy price is updated every hour. For critical peak rebate customers, your thermostat will always display a "0" in the energy price display.

For all customers, your thermostat displays estimated total bill-to-date for the current billing cycle, and accumulated energy usage in kWh since the start of your current billing cycle. The estimated bill and energy usage are updated once per day.

When the thermostat is in normal display, the current energy price, estimated bill, and accumulated energy usage display, alternating with the current period of the day.

Viewing Energy Price, Estimated Bill, and Energy Usage Information

Follow the procedure below to display energy price (if shown), estimated bill, and energy usage information:

Quick Guide	Step	Description	Thermostat Display
INFO Press once.	**1**	Press the **INFO** button. The current energy price message displays in cents/kWh.	See page 31.
⌃ ⌄ Press to scroll through messages.	**2**	Use the arrow buttons to scroll through the messages. For each message, the display alternates between labels and a number value.	See page 31.
RUN Press to exit.	**3**	Press **RUN** to exit. **Note:** If you do not press **RUN**, the display returns to the normal display after a few minutes.	EVE 6:20 PM FR 70 COOL STG 1

Viewing Energy Price, Estimated Bill, and Energy Usage Information

Message Display

Energy price display alternates between these screens:

```
PRICE
```

```
$    .10  KW
          HR
```
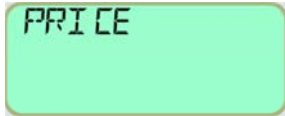
Note: For Critical Peak Rebate customers, energy price will always display "0".

Estimated bill display alternates between these screens:
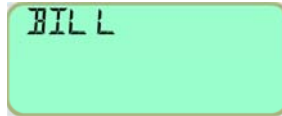
```
BILL
```

```
$    78
```

```
MTD
```

Energy usage display alternates between these screens:

```
USE
```

```
10 98  KW
       HR
```

```
MTD
```
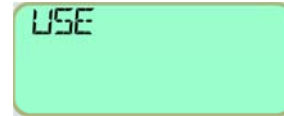
Troubleshooting Assistance Guide

This section helps you troubleshoot common issues you may encounter with your thermostat. If you encounter a problem that you do not see listed here, contact Customer Service toll free at 1-888-232-5949.

Thermostat Display	**Display is Blank.** The thermostat gets its power from the indoor air handler, or if gas furnace from a 120 volt outlet. If these have power, call Customer Service toll free at 1-888-232-5949. **Time is not Correct.** Wait for about one minute after power interruption for the system to reset the time. If the time is still not correct after several minutes, set the time manually as described on page 9.

Troubleshooting Assistance Guide

Thermostat Display (continued)	**Display is Flashing.** • If flashing between time and temperature setpoint – Normal operation for the unit. • If flashing COMM ERR – call Customer Service toll free at 1-888-232-5949. • If flashing **AUX** and **+2** – Normal operation. With a heat pump, indicates the resistance strip heat (Aux) is operating in conjunction with the heat pump compressor. • If **+2** on lower right of display – Normal operation. For a two-speed compressor, indicates that the compressor is operating in the high speed. • If flashing HOLD – Normal operation. Indicates a temporary hold is in place. Press **RUN** to reset. **The green light stays On, it does not flash (Green light next to the UP/DOWN buttons).** Normal operation. Indicates that a Critical Event is in effect. **The green light stays On, it does not flash, the UP/DOWN buttons do not work.** If the green light is On and the buttons will not change the display, your thermostat may need service. Call Customer Service toll free at 1-888-232-5949.

Troubleshooting Assistance Guide

Thermostat Display (continued)	**Display numbers/segments are fading out.** The thermostat requires service. Call Customer Service toll free at 1-888-232-5949.
Programming	**Temperature setting will not go lower or higher.** • The upper or lower thermostat temperature setting limits may have been reached. Lower limit is 45 and the upper limit is 90. • Check to ensure that you are not in programming mode. Press the **RUN** button once until the normal display appears. Try to change the temperature again. If neither of the above helps, the thermostat may require service. Call Customer Service toll free at 1-888-232-5949. **Thermostat program has disappeared.** Ensure that someone else has not changed the program. If no one else has changed the program, the schedule may have been lost. The thermostat's schedule is stored in a non-volatile memory. The thermostat may have sustained a large electrostatic discharge, erasing its memory. In this case, the default setting will be displayed in the programs.

Troubleshooting Assistance Guide

Programming (continued)	**Temperature changes at wrong time.** • The thermostat has an intelligent algorithm (Energy Recovery Management) that automatically starts the heating/cooling system *before* the scheduled start time so that the desired temperature is reached at the scheduled start time. • The thermostat setpoints will change automatically at the scheduled time. Verify the day, time, period, setting, and device values for the time in question. Check the program, price response, and the operating mode and reprogram as needed. • Check for correct AM and PM in programs.

Troubleshooting Assistance Guide

Programming (continued)	**Temperature display is incorrect.** • The electronic thermostat is very accurate and maintains the setpoint more accurately than non-electronic thermostats (within +/- 1.0 degree). • While programming, body heat can increase display temperature. Wait about 10 minutes for the thermostat to re-establish the actual sensed temperature. • The thermostat can be configured for Fahrenheit (F) or Celsius (C) display. If the temperature displays 20 to 25 degrees, it may be in Celsius (Centigrade) mode. If so, call Customer Service toll free at 1-888-232-5949. • Make sure you are looking at the correct temperature display. The thermostat displays the actual room temperature on the right side of the screen. The thermostat's current temperature setpoint is alternately displayed with the time on the left side of the screen. • If the HOLD icon is flashing, the thermostat is set for temporary hold. Press **RUN** to reset the hold and go back to the programmed setpoint. • If the HOLD icon is lit but not flashing, the thermostat is set for a permanent hold. Press **RUN** to reset the hold and go back to the programmed setpoint. • If the displayed setpoint is not what you want, review your programming settings and reprogram as needed.

Troubleshooting Assistance Guide

Programming (continued)	**Thermostat does not follow programmed times.** • The thermostat has an intelligent algorithm (Energy Recovery Management) that automatically starts the heating/cooling system *before* the scheduled start time so that the desired temperature is reached at the scheduled start time. • The thermostat maybe set in the Hold (override) mode. Press **RUN** to reset the hold and go back to the programmed setpoint. • Recheck program for current setting versus the program settings. • Make sure AM and PM are correct for each period in the program. **In program mode, the time or temperature displays "--".** Display of dashes (- -) during programming means that there are different values programmed into the days within the selected group of days. For example, if you are programming the weekdays (Monday – Friday) together as a group and Monday has a different setpoint or start time, the display will show the dashes in the respective locations. To overwrite the value so that all days are the same, simply press the **TIME/SET** button until the right element (time or setpoint) is flashing, press the UP/DOWN arrow buttons to set the value. This will overwrite the entire group to the same value.

Troubleshooting Assistance Guide

Programming (continued)	**The house is too warm or too cold.** • If the setpoint equals the room temperature, press the UP/DOWN arrow buttons to adjust the setpoint temperature as desired for a temporary hold. If discomfort occurs frequently, reprogram to higher/lower temperatures for desired comfort or change operating mode to obtain a better match between energy use and desired lifestyle. • Check to ensure that the thermostat is in the correct HEAT or COOL mode by pressing the **SYSTEM** button. The thermostat is OFF when the display shows OFF and both HEAT and COOL icons are displayed. • Under excessive temperature loads (high/low outdoor temperature), even before the thermostat was installed, was the heating/cooling equipment capable of maintaining the desired indoor temperature setpoint? If so, the heating/cooling system may need service or possibly an upgrade. Schedule a service call with a heating/cooling dealer for inspection of proper refrigerant levels, airflow, etc.

Troubleshooting Assistance Guide

Programming (continued)	**Thermostat current setpoint does not match the display temperature.** • The thermostat may be in recovery from a Critical Event period. Depending upon thermal load of the system, it may take time for the temperature to reach the desired setpoint. • Under excessive temperature loads (high/low outdoor temperature) the heating/cooling equipment may not be capable of maintaining the desired indoor temperature setpoint. The Heating/Cooling system may need servicing or upgrade. You may want to schedule a service call with a heating and cooling dealer for inspection of proper refrigerant levels, airflow, etc. • In some cases, when the thermostat is located on or around the indoor air handler closet and the heater closet and the return air box is not sealed, the air handler will draw outdoor or colder air down the wall cavity or through the thermostat. The wall cavity, heater closet and return air box must be sealed. • The heating or cooling may be in a temporary or permanent Hold. Press **RUN** to reset the hold and go back to the programmed setpoint.

Troubleshooting Assistance Guide

Programming (continued)	**Thermostat current programmed setpoint does not match ″programmed″ temperature.** Check to make sure that a Critical Event is not in effect. If a Critical Event is in effect, the green light is On. The temperature will return to your programmed temperature when the Critical Event ends. **How do I skip a time period?** There is no capability within the thermostat to skip a period. If you want a period to be identical to the previous period, simply program it to the same start time and setpoint as the previous period.
Vacation Mode	**Can I program the thermostat for a vacation mode?** • For vacation, the cooling and heating can be set to a permanent Hold by pressing the **HOLD** button and then pressing the up or down arrow button to select the desired temperature. • The heating and cooling system can be turned Off by pressing the **SYSTEM** button until OFF and HEAT/COOL is displayed.

Troubleshooting Assistance Guide

Holds	**Hold override does not work.** A permanent Hold remains in effect independent of user schedule. To clear a permanent hold, go to the device screen (idle screen) and press **RUN**. **Temporary hold cannot be set.** • Make sure unit is set for Cool or Heat mode and try again to set the hold. • If it still does not work, call Customer Service toll free at 1-888-232-5949. **Temporary hold disappears from the screen and allows the temperature to revert to the normal settings.** Normal operation. A temporary temperature hold setpoint remains in effect until the next program time period begins. A temporary hold is indicated by a flashing HOLD icon. If a more permanent hold is desired, press the **HOLD** button.

Troubleshooting Assistance Guide

Equipment	**Fan will not turn Off.**
	• The thermostat fan setting may be in the On position. In this position, the fan will continuously run. Change it to the Auto position. • Thermostat may be currently calling for heat or cool. This is normal operation. Fan will turn off automatically once the heating/cooling is satisfied if fan is in Auto mode. • With fan in Auto mode and heating and cooling system is not operating, the fan will not shut off. The air handler fan relay switch is likely bad. Call your heating and cooling contractor. • Heating/Cooling equipment has an internal fan overrun where the fan continues to run after the heating or cooling unit turns off. Typical fan overrun times are 1-2 minutes following the heat or cool system shut down. **Fan will not turn On.** Some heating and cooling equipment, especially gas furnaces, have a built-in time delay before the fan is activated (plenum switch or fan timer). It may take up to 90 seconds. A temperature sensor in the top of the air handler activates the fan on a gas furnace. Set the heating setpoint 5 degrees above the room temperature. Wait 5 minutes for the fan to be activated. If the fan does not activate, call your heating and cooling contractor.

Troubleshooting Assistance Guide

Equipment (continued)	**Heat will not come On.** • Make sure system is set to heat mode. Press the **SYSTEM** button until the HEAT icon is displayed. • If the display on the thermostat is blank, verify that the air handler breaker is not tripped, and that the indoor air handler is being powered. If the display is still blank, call Customer Service toll free at 1-888-232-5949. • In HEAT mode, set the heat setpoint temperature to at least 4 degrees higher than the current room temperature. Wait 5 or 6 minutes to get past the 5-minute minimum safety delay period. If the STG 1 icon is displayed, and heat does not come On, schedule a cooling and heating contractor service call. If the STG 1 icon is not displayed, call Customer Service toll free at 1-888-232-5949. • For heat pump, check and reset the breaker for heat pump compressor. **Temporary temperature hold, UP or DOWN buttons, will not work.** The thermostat may have been turned off. Press the **SYSTEM** button to place it in cooling or heating mode, then retry.

Troubleshooting Assistance Guide

Equipment (continued)	**Cooling will not come On.** • Make sure system is set to COOL mode. Press the **SYSTEM** button until the COOL icon is displayed. • If the display on the thermostat is blank, verify that the air handler breaker is not tripped, and that the indoor air handler is being powered. Also verify that the outdoor compressor breaker is not tripped. For a gas furnace, check for power to the outlet that provides 120v to the indoor fan at the heater closet. If the outlet is powered and the thermostat display is still blank, call Customer Service toll free at 1-888-232-5949. • If air conditioner just shut off, or had a power interruption, wait 5 or 6 minutes until the compressor safety "time-out" delay is passed. • In COOL mode, set the cool setpoint temperature to at least 4 degrees lower than the current room temperature. Wait 5 or 6 minutes to get past the 5-minute minimum safety delay period. If STG 1 icon is displayed and cool does not come On, schedule a cooling and heating contractor service call. If STG 1 icon is not displayed, call Customer Service toll free at 1-888-232-5949.

Troubleshooting Assistance Guide

Equipment (continued)	**STG 1 is indicated but the unit is not running.** • Verify that the breakers are not tripped for both the air handler and the outdoor compressor. Reset the breakers. If power is being supplied to the equipment, and the thermostat indicates the system is On (STG 1 icon displayed), call your heating and cooling contractor. • If outdoor AC breaker is tripped, reset it, and then if it trips again, call your heating and cooling contractor. **The fan is On, but no cool air is coming out.** • Check that the system setting is set to COOL. Press the **SYSTEM** button until the COOL icon is displayed. • Verify that the breakers are not tripped to the outdoor compressor and that the outdoor compressor and fan is operating. Reset the breakers. If power is being supplied to the equipment and the thermostat, and the thermostat indicates the system is On (STG 1 shown), call your heating and cooling contractor. • Verify that the thermostat is calling for cooling, and the outdoor compressor is running. If cool air is still not being detected from the system, the refrigerant level may be low. Call your heating and cooling contractor.

Troubleshooting Assistance Guide

Equipment (continued)	**The fan is On, but no hot air is coming from registers.** • Check that the system setting is set to HEAT. Press the **SYSTEM** button until the HEAT icon is displayed. • Verify that the air handler breaker is not tripped and that the thermostat indicates the system is On (STG 1 displayed). • If a fossil fuel (oil/gas) furnace, check the furnace burner for visible flame. If no flame or pilot, call your heating and cooling contractor. • If a heat pump, verify that the outdoor compressor and fan are running. If the compressor is running and warm air is still not being detected from the system, the refrigerant level may be low. Call your heating and cooling contractor.

Index

A

accumulated energy usage information, 29
air conditioning
   programming, 16, 18
   system holds, 22, 23, 24
   troubleshooting, 45
   turning on or off, 7
auto-changeover mode, 7
AUX, 34

B

BATT display, 12
batteries, replacing, 12
bill, estimated, 29
blank display, 33
buttons, thermostat, 4

C

chart, heating and cooling programs, 16
COMM ERR, 34
cooling
   programming, 16, 18
   system holds, 22, 23, 24
   troubleshooting, 45
   turning on or off, 7
critical events, 29
Critical Peak Pricing plan, 29
Critical Peak Rebate plan, 29
current energy price, 29

D

day, setting, 9
DAY/PERIOD button, 4

Index

DEVICE/MODE button, 4
display
  blank, 33
  fading, 35
  flashing, 34
  thermostat, 6
door, keypad, 3

E

energy usage information, 29
estimated bill, 29
estimated price, 29
events, critical, 29

F

fading display, 35
FAN button, 4
fan, troubleshooting, 43
filters, HVAC system, 14
flashing display, 34
FLTR display, 14
furnace

  programming, 16, 18
  turning on or off, 7

G

green light, 34

H

heating
  programming, 16, 18
  system holds, 22, 23, 24
  troubleshooting, 44
  turning on or off, 7
HOLD button, 4
holds
  setting, 22, 23, 24
  troubleshooting, 42
Hourly Pricing plan, 29

I

incorrect time, 33
INFO button, 4

SuperStat Pro User Guide

Index

installing batteries, 12

K

keypad, 4
keypad door, opening, 3

L

light, green, 34
limits, temperature, 35
lower limit, temperature, 35

O

opening, keypad door, 3
overriding heating or cooling program, 22, 23, 24

P

permanent holds
   description, 22
   setting, 24
planning your program, 16
PRGM button, 4

price, estimated, 29
programming heating and cooling, 16, 18

R

replacing batteries, 12
resetting the FLTR display, 14
RUN button, 4

S

selecting heating or cooling, 7
setting holds, 22, 23, 24
setting the current day and time, 9
STG 1 or STG 1+2, 7
SYSTEM button, 4

T

temperature
   flashing, 34
   upper and lower limits, 35
temporary holds
   description, 22

Index

setting, 23
thermostat buttons, 4
thermostat display, 6
TIER button, 4
time
    flashing, 34
    incorrect, 33
time, setting, 9
TIME/SET button, 4
troubleshooting, 33
turning heating or cooling on or off, 7

U

upper limit, temperature, 35
usage information, 29

V

vacation mode, 41

W

wrong time, 33

Free Manuals Download Website

http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com