

# Thermostat troubleshooting

## BLANK SCREEN

1. Make sure that the furnace power is turned on at the breaker panel and ensure fuses are not blown. (Having extra proper-size fuses on hand is a good idea.)
2. Check that the furnace service disconnect switch is in the "ON" position. (Most forced air furnace service switches look like wall light switches and are located at or near the furnace.)
3. Verify that your furnace is still operating. Sometimes a furnace may shut down while operating in the heating mode because of restricted airflow (usually caused by a clogged air filter). Change the air filter. The *peaksaver* thermostat should reset after 10-15 minutes and the furnace should restart. If changing the air filter does not correct this condition, please call your HVAC service company as this is likely a furnace problem, not the thermostat.
4. Check if there is a power outage. It is normal for the *peaksaver* thermostat screen to go blank during a power outage. However, your program and settings will be retained. After the power returns, the thermostat will reset and normal operation will resume (in a few seconds for heat and about five minutes for cooling).

## MAXIMIZE YOUR SAVINGS AND YOUR COMFORT

### NO A/C

1. Ensure the *peaksaver* thermostat is engaged in the cooling mode. This is accomplished by pressing the system button until "COOL" is displayed on the screen.
2. Make sure that "ON" is displayed on the screen.
3. Check to see if anyone in the home changed the temperature setting. Be aware that raising the set point above room temperature and then immediately lowering it below room temperature will cause the *peaksaver* thermostat to hold off the air conditioning for about five minutes before restarting. (This time delay helps protect your air conditioning unit.)
4. Make sure that the A/C breaker and service disconnect switch is turned on, if the furnace fan is blowing air but the A/C unit is not cooling.
5. Have your HVAC company service your system, if you have checked all of the above and your air conditioner is still not working.

### NO HEAT

1. Make sure the *peaksaver* thermostat is engaged in the heating mode. Press the system button until "HEAT" is displayed on the screen.
2. Make sure that "ON" is displayed on the screen.
3. Check that the furnace is running.
4. Contact your HVAC service company if the furnace is cycling through the start sequence many times and/or the fan is blowing unheated air only.

## FURNACE FAN RUNS CONTINUOUSLY

1. Be sure the fan setting on the *peaksaver* thermostat is in the auto position. If "FAN" is displayed on the screen, the fan is in the on position. Press the FAN key on the *peaksaver* thermostat to remove the "FAN" segment from the display.

If "FAN" is displayed, the blower runs continuously. If "FAN" is not displayed, the blower runs only when the *peaksaver* thermostat calls for heating or cooling air.

2. Check the fan limit control on your furnace. Some furnaces have a small metal box located inside or outside of the furnace with a white pull/push switch.
  - To run the blower continuously, press the white knob in.
  - To run the blower only when heat is needed, pull the white knob out.

## OTHER THERMOSTAT DISPLAY MESSAGES

1. If "CALL" is flashing on your *peaksaver* thermostat screen, please contact our service number immediately and we will dispatch a technician. (Your heating and cooling system will operate as normal in the meantime.)
2. If "BAT LO" is flashing on screen, it is time to change the batteries in your *peaksaver* thermostat. (It is important to replace these batteries, as they maintain the time and day settings should the power to your furnace be interrupted.)

## PROGRAMMING YOUR *peaksaver* THERMOSTAT

For complete programming instructions, please refer to your *peaksaver* thermostat operating manual. (This would have been given to you by the technician during installation or placed in the pocket of this guide.)