

Customer Service Manual: SmartHome Thermostat Last Updated: March 1, 2025

1. Introduction Welcome to the SmartHome Thermostat customer service manual. This document provides guidance on installation, troubleshooting, and frequently asked questions (FAQs) to ensure a seamless user experience.
2. Installation Instructions To install your SmartHome Thermostat:
 - Step 1: Turn off power to your HVAC system at the circuit breaker.
 - Step 2: Remove your old thermostat and label the wires (e.g., R, W, Y, G).
 - Step 3: Mount the SmartHome baseplate and connect the wires according to the provided diagram.
 - Step 4: Attach the thermostat display and turn the power back on.
 - Note: Ensure compatibility with 24V systems only. Contact support if you have a 110V system.
3. Troubleshooting
 - Issue: Thermostat won't turn on. Solution: Check the circuit breaker and ensure wires are securely connected. Replace batteries if using battery backup (2x AA).
 - Issue: Temperature not adjusting. Solution: Verify the thermostat is in "Heat" or "Cool" mode. Reset the device by holding the power button for 10 seconds.
4. Frequently Asked Questions (FAQs) Q: How do I connect the thermostat to Wi-Fi? A: Open the SmartHome app, select "Add Device," and follow the prompts to enter your Wi-Fi credentials. Ensure a 2.4 GHz network is used. Q: What is the warranty period? A: The SmartHome Thermostat comes with a 1-year limited warranty. Contact support at support@smarthome.com for claims. Q: Can I use the thermostat without an app? A: Yes, manual controls are available on the device, but app features like scheduling require a connection.
5. Contact Us For further assistance, reach out to our support team:
 - Email: support@smarthome.com
 - Phone: 1-800-555-1234
 - Hours: Monday–Friday, 9 AM–5 PM EST