ENERGY *select*®

Saving money, conserving energy, and helping the environment

Customer Guide

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About this Guide

This guide is designed to assist you in programming your Energy *Select* thermostat. Because heating and air conditioning systems vary from home to home, this guide will occasionally refer to specific types of systems. These systems include, but are not limited to, single-stage (speed) heat pumps, two-stage (speed) heat pumps, air conditioning and electric heat, and air conditioning and gas furnaces. When a specific system, such as two-stage (speed) heat pump, is mentioned, you can disregard the step or information referring to it if you do not have that type of system. **The Energy *Select* thermostat installed in your home is customized for the type of system you have.**

About Energy *Select*

The Energy *Select* program consists of four elements:

1. Price-responsive programmable thermostat

2. Rate featuring four prices for electricity

3. Communications gateway

4. Online programming portal

The sections that follow describe these elements.

Save Energy And Money

Welcome to the world of Energy Select, an advanced energy management program that gives you control over the energy you purchase for your home. Not only does it give you the opportunity to save money on the energy you use, it also gives you the tools you need to reduce your total energy use—and you don't pay for what you don't use.

This guide is designed to help you learn about the features and functions of your thermostat. It includes how to program and how to apply energy-saving tips to reduce your daily energy consumption.

Energy *Select* Basics

1. Thermostat

The programmable thermostat controls your central cooling and heating. It's the customer control center of Energy *Select*, where you can program your HVAC system to fit your schedule and desired comfort level.

Since the choice is always yours with Energy *Select*, you can walk up to the thermostat and program it. **You can also program your thermostat via the internet from wherever you have internet access.**

The Energy *Select* thermostat is not an ordinary programmable thermostat. It has a price-response feature that allows you to program it to automatically respond to the price of electricity in effect at any given time. To make it simple, Energy *Select* only has four prices: Low, Medium, High, and Critical.

Because of this special feature, you can't buy this thermostat or any thermostat like it in any store. The only way you can get a thermostat that gives you this kind of control over your electricity is through the Energy *Select* program.

Batteries are not needed in the thermostat. Programming is held in non-volatile memory.
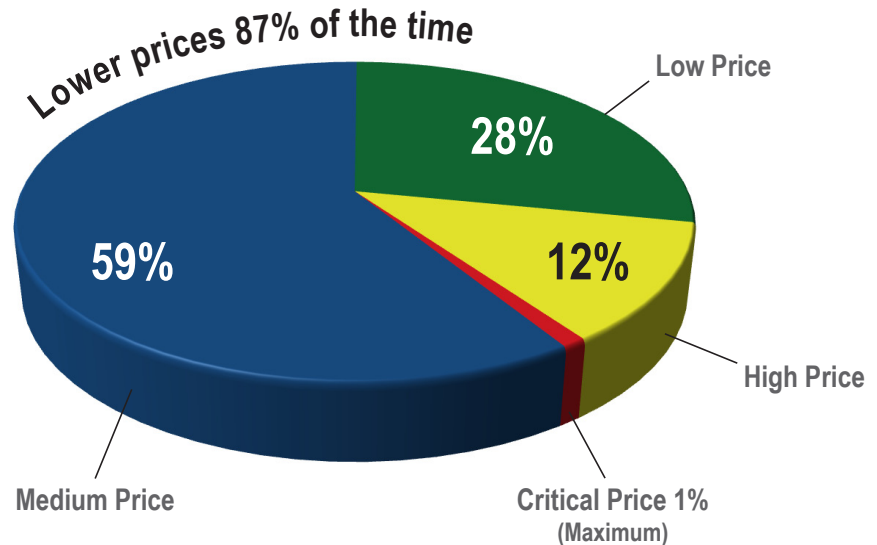
Energy *Select* Basics

2. RSVP Rate

The second element of Energy *Select* is the Residential Service Variable Pricing, or RSVP, rate. It features four different prices based upon the time of day, day of week, and season. The prices reflect an average of the actual cost of producing electricity during those periods.

Two of the prices (Low and Medium) are lower than the standard residential rate; therefore, you can save money by programming (with the Energy *Select* thermostat) the largest portion of your energy purchases to occur in these two price periods. The Low and Medium price periods account for 87 percent of the total number of hours in a year. That means with Energy *Select*, the price you pay for electricity is lower than the standard rate 87 percent of the time.

The other two prices (High and Critical) are higher than the standard rate to reflect the increased cost of providing electricity during peak times. However, the High price is in effect only 12 percent of the time, and the Critical price period will never exceed 1 percent of the time.

The chart at the right indicates the percentage of time each price tier is in effect.

Lower prices 87% of the time

Low Price — 28%

High Price — 12%

Medium Price — 59%

Critical Price 1% (Maximum)

Energy *Select* Basics

3. Communications Gateway

The communications gateway is the third element of Energy *Select*. The gateway facilitates communication between the thermostat and system network. This device is located at and is connected to your internet router/modem. It is imperative that broadband internet service is maintained otherwise the system will be unable to communicate and could result in higher than expected energy bills.

4. Online Programming Portal

The online programming portal is the fourth element of Energy *Select*. The online programming portal is a user-friendly interface that allows you to program your thermostat and appliances via the Internet. This web portal provides an alternative to programming your thermostat by pressing buttons on the thermostat device. Using the Energy *Select* online programming portal, you can perform all of the programming functions that you can perform directly from the thermostat and more.

Additionally, you can set a scheduled hold function for future needs when you are away from home. Also provided is a line graph that displays actual equipment runtime controlled by the Energy *Select* system network.

Getting Current Prices

Please visit us at gulfpower.com or call toll-free at 1-877-655-4001 for current Low, Medium, High, and Critical prices.

Energy *Select* Price Periods

With the programmable thermostat, you can program your cooling and heating to run more in the lower price periods and less, or not at all in the higher price periods. It's always your choice, and you are always in control. The thermostat even provides an override feature that allows you to temporarily change your settings without modifying your programmed settings.

The Low, Medium, and High price periods are set. You will always know when they are and can program your thermostat accordingly. The Critical price period is not predetermined; but it is called by Gulf Power when needed. However, you can plan for this price by programming your thermostat to respond accordingly when the Critical price signal is sent. You never have to be home to respond to any price. Once you program the thermostat, it does the work for you.

Summer Schedule (May 1 through October 31)

Weekday (Monday–Friday)

LOW (11 PM–6 AM)	MEDIUM (6 AM–1 PM)	HIGH (1 PM–6 PM)	MEDIUM (6 PM–11 PM)

Weekend (Saturday–Sunday) and Holidays (Memorial Day, Independence Day, Labor Day)

LOW (11 PM–6 AM)	MEDIUM (6 AM–11 PM)

Winter Schedule (November 1 through April 30)

Weekday (Monday–Friday)

LOW (11 PM–5 AM)	MEDIUM (5 AM–6 AM)	HIGH (6 AM–10 AM)	MED (5 AM–6 AM AND 10 AM–11PM)

Weekend (Saturday–Sunday) and Holidays (Thanksgiving Day, Christmas Day, New Year's Day)

LOW (11 PM–6 AM)	MEDIUM (6 AM–11 PM)

Program Eligibility and Broadband Internet Connectivity

Program Eligibility

To remain eligible to participate in Energy *Select*, you must:

- Have broadband internet service.
- Be on the RSVP rate. You cannot be on the Flat Bill rate while you have the Energy *Select* equipment.

Broadband Internet Connectivity

The primary requirement for participation in Energy *Select* is that you maintain broadband internet connectivity. If you discontinue your broadband internet service, the Energy *Select* system will not communicate with your thermostat and could result in higher than expected energy bills. You will need to contact customer service to schedule removal of the Energy *Select* equipment.

***The Value of Energy* Select**

Being an Energy Select *participant provides you with much value. If you remove the system, you will lose the opportunity for savings (both rate savings and savings associated with lower energy use).*

Section 1: Getting Started with Your Thermostat

This section helps you get started with your thermostat.

Section Contents

Overview

The state-of-the-art programmable communicating thermostat offers many flexible, user-friendly features, and is designed to meet ENERGY STAR specifications.

The lower portion of the front of the thermostat is a door that you can open to access the buttons to operate and program the thermostat.
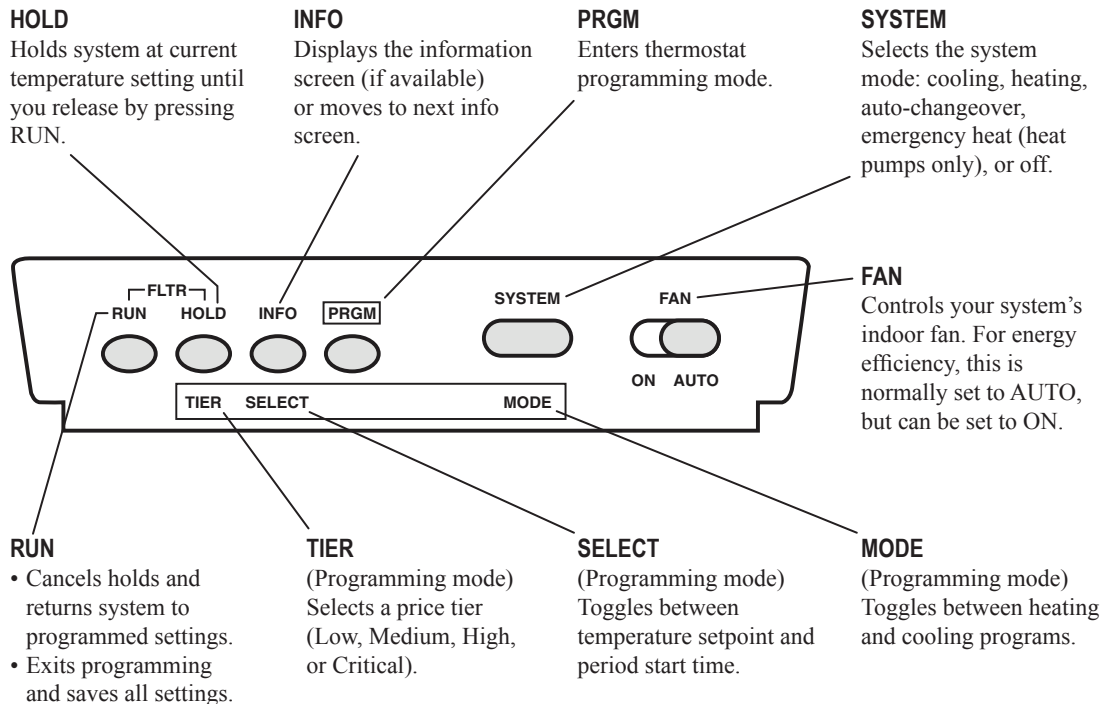
Open the thermostat door:

• Gently pull the door down so the buttons are visible, as shown on the right.

Close the thermostat door:

• Push the door up until it snaps into place.

THERMOSTAT DOOR —————

Thermostat Buttons

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

INFO
Displays the information screen (if available) or moves to next info screen.

PRGM
Enters thermostat programming mode.

SYSTEM
Selects the system mode: cooling, heating, auto-changeover, emergency heat (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.

```
┌─FLTR─┐
RUN   HOLD   INFO   [PRGM]        SYSTEM        FAN

  ◯     ◯     ◯      ◯            ⬭            ⬭⬭
                                             ON  AUTO
    TIER  SELECT              MODE
```

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

TIER
(Programming mode) Selects a price tier (Low, Medium, High, or Critical).

SELECT
(Programming mode) Toggles between temperature setpoint and period start time.

MODE
(Programming mode) Toggles between heating and cooling programs.

> **Programming Functions**
>
> *The functions that appear below the buttons (TIER, SELECT, MODE) become active when you press PGRM to enter programming mode. Otherwise, these buttons perform their alternate functions, which appear above the buttons.*

Thermostat Display

MESSAGE AREA
Indicates the current period of the day. Also displays other messages such as"AUX if the strip heat of a heat pump system is turned on.

DAY OF THE WEEK
Indicates the current day of the week.

HOLD
• Flashing – Indicates a temporary system temperature hold.
• Solid (not flashing) – Indicates a permanent system temperature hold.

Note:

Sometimes your thermostat display will include additional messages. For details, see "Thermostat Display Messages".

DAY
MO TU WE TH FR SA SU
HOLD
12:59 PM EMER
HEAT
COOL
75
TIER L M H CRITICAL   STG 1 + 2
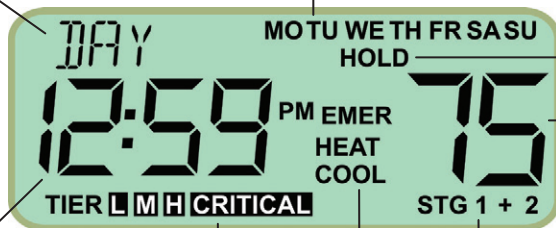
ROOM TEMPERATURE
Displays the current room temperature.

TIME/TEMPERATURE SETPOINT
Displays the current time. Press up arrow, down arrow, or RUN once to display the current temperature setpoint. Displays OFF when the HVAC system is turned off.

TIER BAR
L – Low
M – Medium
H – High
CRITICAL – Critical

SYSTEM INDICATOR
• COOL – Air conditioning is active
• HEAT – Heat is active
• COOL/HEAT – Auto-changeover is active (also displayed when system is off)
• EMER – Emergency heat (heat pump only) is active
• STG 1 – First stage of cool or heat is running
• STG 1+2 – First and second stage of cool or heat (if used) are running

Normal Thermostat Display
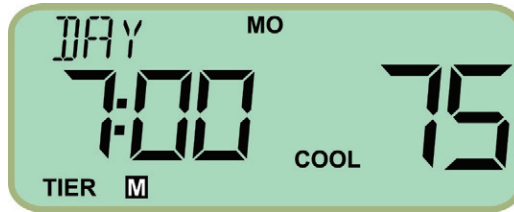
The "normal" thermostat display is what displays on your thermostat during normal operation. The following display elements appear in normal display:

- Time period – Top left. DAY in this example.
- Day of the week – Top. MO (for Monday) in this example.
- Current time – Left center. 7:00 AM in this example.
- System mode – Center. COOL in this example.
- Current room temperature – Right. 75 in this example.
- Current tier – Bottom left. M (for Medium) in this example.

Sometimes your thermostat display will include additional messages. For details, see "Thermostat Display Messages".

Displaying the Current Temperature Setpoint

To display the current temperature setpoint, press ⌃ or ⌄ once. The setpoint appears in the left center area where the time is normally displayed.

Note:

Pressing the up or down arrow key more than once will change the temperature setpoint temporarily (see "Setting Temporary Holds").

Thermostat Light

The thermostat has a light, which is located to the right of the up and down arrow buttons on the front of the thermostat. Most of the time this light will be off. The thermostat light is a visual indicator of a Critical price warning or Critical price period. A flashing light indicates a Critical price warning and a steady light indicates a Critical price period.
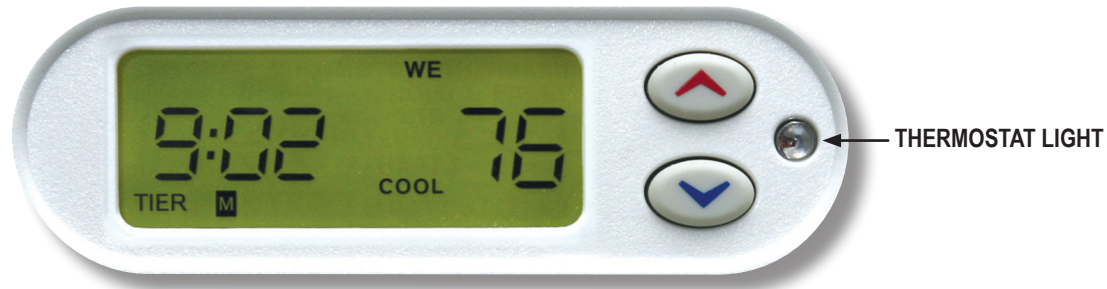
Selecting Cooling and Heating

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

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

When cooling or heating is called, STG 1 or STG 1+2 will display (depending on how many stages of cooling/heating your system is configured for).

Auto-Changeover Mode

When the thermostat is in auto-changeover mode, it automatically switches between your cooling and heating programmed schedules to maintain your home temperature within your cooling and heating programs. The thermostat will call for cooling and heating 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 at least 2 degrees lower than the cool setpoint.

• Keep the windows in your home closed when auto-changeover mode is in effect to avoid wasting cooling or heating energy.

Special Modes for Heat Pumps Only

Emergency Heat

EMER HEAT (backup heat) as displayed on the thermostat screen turns off the heat pump compressor and turns on the emergency or backup heating system. Normally, this will be electric strip or resistance heat. Typically, the only reason to use emergency heat is when the heat pump's outdoor compressor unit is not working properly. To activate emergency heat, press **SYSTEM** until EMER HEAT is displayed on the screen. When EMER HEAT is selected, HEAT is displayed and EMER will flash. STG 1 will be displayed if the temperature setpoint is increased 1 degree above room temperature. If the temperature setpoint is increased 3 degrees or more above room temperature STG 1+2 will be displayed.

Auxiliary Heat

A heat pump's auxiliary heat (Aux) is activated either automatically or manually when the heat pump is operating under extreme conditions. If Aux heat is activated, AUX will display in the upper left and +2 will flash in the lower right.

If you want a rapid increase in temperature, you can manually activate the Aux heat by increasing the heating setpoint 3 degrees or more. The Aux heat will activate automatically if the outdoor temperature is very cold (usually below freezing) and the compressor cannot maintain the thermostat's setpoint. Normally, Aux heat will not automatically be operated from a temperature increase coming out of a programmed set-back period (NHT to MOR, or DAY to EVE). Instead, the thermostat will attempt to raise the temperature using the more economical heat pump compressor alone. If the difference between the home temperature and the new setpoint is so large that after a certain time frame the thermostat determines the heat pump compressor cannot raise the temperature within that time frame, Aux heat will activate to assist the heat pump compressor.

Special Modes for Heat Pumps Only

Selecting Cooling or Heating

Follow this procedure to select the system mode.

Quick Guide	Procedure	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 cooling is selected, COOL is displayed. • When heating is selected, HEAT is displayed. • When auto-changeover mode is selected, both COOL and HEAT are displayed. • When emergency heat is selected (heat pumps only), EMER HEAT is displayed (EMER flashes). • When the system is off, OFF displays to the left. When cooling or heating is called (compressor turned on), STG 1 or STG 1+2 will display (depending on how many stages of cooling/heating your system is configured for).	*Cooling on:* *System off:*

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 HVAC system. After you change or clean the filter, you can reset the display so FLTR no longer appears.

Note: The FLTR reminder will display again after a preset number of hours of system operation.

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

Section 2: Programming Your Thermostat

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

Section Contents

Overview

Conserve Energy While Maximizing Comfort

The thermostat'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).

Periods of the Day

Your thermostat allows you to program 4 different periods of the day:

- MOR (morning)
- EVE (evening)
- DAY
- NHT (night)

You select the start time and temperature for each period. Press **PRGM** to cycle through the periods.

Day of the Week Groups

You can program days of the week individually or in groups, to create cooling and heating programs that work with your schedule.

- Weekday schedule – Programs 5 weekdays together (displays as MO TU WE TH FR)
- Weekend schedule – Programs Saturday and Sunday together (displays as SA SU)
- Individual day schedule
- Each day or group includes the 4 periods described above

Press **PRGM** to cycle through the days and periods.

Programming Tips

Skipping a Day or Group

If you don't want to program a particular day or group, you can skip it. Press **PRGM** one or more times until you reach the day or group you want to program.

Programming Days in a Group

If you want to program the days in a group basically the same with only slight differences, program the group first, then program individual days as needed. The individual day program overrides the group program for that day.

Switching Between Cooling and Heating

At any point in the programming process, you can switch between cooling and heating programs by pressing **MODE**.

Programming Tips

Display of -- or --:-- when Programming TOD

If the temperature shows "--" while in the programming mode for a group of days, it indicates that at least one of the days in the group has a different temperature program than the other days.

If the time shows "--:--" while in the programming mode for a group, it indicates that at least one of the days in the group has a different period start time than the other days. To find out which one is different, press **PRGM** to cycle through the individual days. You can make the setting the same for all the days within the group by changing the item (setpoint or time).
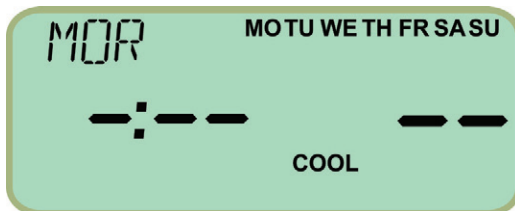
Planning Your Program

This section describes how to create your thermostat program and enable/disable price tiers. The program you create applies to the Low price tier and any other price tiers that are disabled. When you enable a price tier, you specify a temperature setpoint for that price tier. Enabling a price tier means that when that price tier is in effect, you want to allow the temperature in your home to go up or down to the specified temperature setpoint instead of the programmed temperature, regardless of the time of day.

You can enter temperature setpoints for the following price tiers:

- Low – The settings you select for your time of day program applies to the Low price tier by default.

- Medium

- High

- Critical

Example

In the example below, your programmed times and temperatures are in effect during the Low and Medium price tiers. During the cooling season, when the High price tier is in effect, the temperature in your home could rise to 78°, and in the Critical tier it could rise to 80°. During the heating season, when the High price tier is in effect, regardless of the day or time, the temperature in your home could decrease to 63°, and in the Critical price tier the temperature could decrease to 60°.

Planning Your Program

COOLING		Start Time	Base Temp Setpoint	Medium Tier Setpoint	High Tier Setpoint	Critical Tier Setpoint
Weekday	MOR	4:30 AM	75º	Ignore	78º	80º
	DAY	6:00 AM	78º	Ignore	78º	80º
	EVE	4:00 PM	77º	Ignore	78º	80º
	NHT	11:00 PM	76º	Ignore	78º	80º
Weekend	MOR	7:30 AM	77º	Ignore	NA	80º
	DAY	9:30 AM	77º	Ignore	NA	80º
	EVE	4:15 PM	77º	Ignore	NA	80º
	NHT	11:00 PM	76º	Ignore	NA	80º

HEATING		Start Time	Base Temp Setpoint	Medium Tier Setpoint	High Tier Setpoint	Critical Tier Setpoint
Weekday	MOR	4:30 AM	72º	Ignore	63º	60º
	DAY	6:00 AM	70º	Ignore	63º	60º
	EVE	4:00 PM	70º	Ignore	63º	60º
	NHT	11:00 PM	68º	Ignore	63º	60º
Weekend	MOR	7:30 AM	70º	Ignore	NA	80º
	DAY	9:30 AM	70º	Ignore	NA	80º
	EVE	4:15 PM	70º	Ignore	NA	80º
	NHT	11:00 PM	68º	Ignore	NA	80º

Programming Cooling and Heating

Quick Guide		Step	Description	Display
PROGRAM ⬭ **MODE** ⬭	Press twice. Press only if you want to program heating.	**1**	Press **PRGM** twice. The thermostat enters **cooling** programming mode (COOL displays). If you want to program heating, press **MODE** (HEAT displays). Programming starts with the weekday schedule. The programmed temperature for the first period (MOR) flashes. **Note:** If you do not want to program the 5 weekdays together, press **PRGM** multiple times until you reach the day of the week you want to program.	*Temperature will flash:* MOR MO TU WE TH FR 7:15 76 COOL
⌃ ⌄	Press to select desired temperature.	**2**	Press the up or down arrow button to change the temperature to the desired setting for the MOR period.	*Temperature will flash:* MOR MO TU WE TH FR 7:15 76 COOL

Programming Cooling and Heating

Quick Guide		Step	Description	Display
SELECT	Press once.	**3**	Press **SELECT**. The programmed start time for the MOR period flashes.	*Time will flash:*
⌃ ⌄	Press to select desired start time for MOR period.		Press the up or down arrow button to select the desired start time for the MOR period. The time changes in 15 minute increments.	MOR MO TU WE TH FR 7:15 76 COOL
PROGRAM	Press once.	**4**	Press **PRGM** to move on to the next period (DAY). The start time for the DAY period flashes.	*Time will flash:*
				MOR MO TU WE TH FR 7:15 76 COOL
SELECT	Press once.	**5**	Press **SELECT**. The programmed temperature for the DAY period flashes.	*Temperature will flash:*
				DAY MO TU WE TH FR 7:15 76 COOL

Programming Cooling and Heating

Quick Guide	Step	Description	Display
Repeat steps 2 and 3.	**6**	Repeat steps 2 and 3 to select the temperature and start time for the DAY period.	
PROGRAM ◯	**7**	Press and repeat steps 2 and 3 for EVE and NHT. Press **PRGM** and repeat steps 2 and 3 for the EVE and NHT periods.	
PROGRAM ◯ Press once.	**8**	Press **PRGM** to move on to the weekend schedule.	DAY SA SU 7:00 COOL 75

Programming Cooling and Heating

Quick Guide	Step	Description	Display
	9	If you want to program Saturday and Sunday together, repeat steps 2 through 7 to program the periods of the day for the weekend schedule.	
Repeat steps 2 through 7 for the weekend schedule.			
		Note: If you do not want to program the 2 weekend days together, press **PRGM** multiple times until you reach the day of the week you want to program.	
PROGRAM	**10**	If you want to program any days of the week individually, press **PRGM** one or more times to select the day you want to program. The individual day schedule overrides the weekday or weekend schedule for the selected day.	MON 7:15 76 COOL SU
Press to select the desired day.			
Repeat steps 2 through 7 for the selected day.	**11**	Repeat steps 2 through 7 to program the periods of the day for the selected day.	
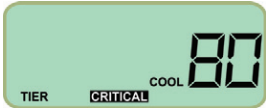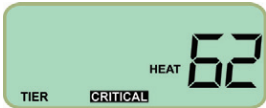
Programming Cooling and Heating

Quick Guide	Step	Description	Display
Repeat steps 10 and 11.	**12**	Repeat Steps 10 and 11 for any additional days you want to program individually.	
TIER Press to begin configuring tier responses	**13**	Press the **TIER** button when the thermostat is in the programming mode to display the Medium tier setpoint.	TIER M COOL 77
Press to select the desired temperature	**14**	Press the up or down arrow to adjust the temperature setting for this tier.	TIER M COOL 78
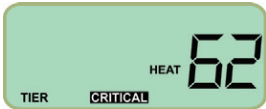
Programming Cooling and Heating

Quick Guide		Step	Description	Display
SELECT ⬭	Press once to ignore this tier.	**15**	Press the **SELECT** button to ignore this tier. In this example, the thermostat will follow your time of day schedule when it is in the Medium tier.	TIER M COOL --
⬭ **TIER**	Press once.	**16**	Press the **TIER** button once to select the High tier for adjustment.	TIER H COOL 78
⌃ ⌄	Press to adjust.	**17**	Press the up or down arrow to adjust the temperature setting for the High tier.	TIER H COOL 80

Programming Cooling and Heating

Quick Guide	Step	Description	Display
⬭ **TIER** Press once.	**18**	Press the **TIER** button once to select the Critical tier for adjustment.	TIER CRITICAL COOL **80**
⌃ ⌄ Press to adjust.	**19**	Press the up or down arrow to adjust the temperature setting for the Critical tier.	TIER CRITICAL COOL **82**
SYSTEM ⬭ Press once.	**20**	Press the **SYSTEM** button once to begin programming the tier responses for heat.	TIER CRITICAL HEAT **62**

Programming Cooling and Heating

	Quick Guide	Step	Description	Display
⬭ **TIER** ⌃ ⌄	Press as needed.	**21**	Press the **TIER** button and up and down arrows. Repeat steps 14 through 21 to configure the heat mode tier settings.	HEAT **62** TIER CRITICAL
RUN ⬭	Press once.	**22**	Press the **RUN** button once to save and exit programming. Your thermostat is now ready to provide maximum comfort and efficiency.	**6:20**PM FR HOLD **70** COOL

Setting Holds

You can override your cooling or heating program by setting a temporary or permanent hold. To clear holds, see "Clearing Holds".

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 or a price tier changes, 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 by pressing the **RUN** button.

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.

Tip:
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	Display
Press to change the setpoint to the desired temperature.	Be sure your screen shows the normal display. Press the up or down arrow to change the temperature setpoint higher or lower. The first time you press an arrow button, the current temperature setpoint will display. Press the up or down arrow again to select the desired temperature. The HOLD icon flashes, indicating a temporary hold. The system will return to its normal, pre-programmed schedule at the beginning of the next period of the day.	*HOLD flashes:*

Tip: To clear a temporary or permanent hold at any time, press the **RUN** button.

Setting Permanent Holds

	Quick Guide	Step	Description	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 flashes, indicating a temporary hold.	*HOLD flashes:* 6:20 PM FR HOLD COOL 70
HOLD	Press to select desired temperature.	**2**	Press the **HOLD** button. The HOLD icon stops flashing, indicating that you have placed the system on permanent hold.	*HOLD stops flashing:* 6:20 PM FR HOLD COOL 70

Clearing Holds

Quick Guide	Description	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 temporary and permanent holds on cooling and heating.	*HOLD flashes:* 6:20 PM 70 FR COOL STG 1

> **Tip:** *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.*

Setting Temporary Hold ON for Your Water Heaters, Pool Pumps, and Appliances

If your water heater, pool pump, or appliance is programmed OFF, you can override this programming and make power available by setting a Temporary Hold ON. You do not have to manually clear a Temporary Hold ON. The Temporary Hold ON will automatically end when the price tier changes (Low, Medium, High, or Critical) or your next programmed time period begins (Morning, Day, Evening, or Night). If desired, however, you can manually clear the hold at any time by pressing the **RUN** button while the correct appliance is displayed on the thermostat.
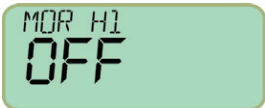
You can set Temporary, Permanent, or Scheduled Holds by accessing the web portal.
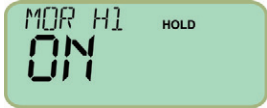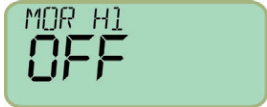
> *Note:*
>
> *Power is always available, "ON", to your water heater during the Low price tier to ensure you awake each morning to a full tank of hot water heated at the lowest possible price. **Remember, "power available" DOES NOT mean your water heater is running throughout the entire Low price period. It simply means there is power available to allow your water heater's internal thermostat to heat your water to the desired temperature and then shut off.***

Setting Temporary Hold ON for Your Water Heaters, Pool Pumps, and Appliances

Quick Guide	Step	Description	Display
INFO Press once to access the appliance display.	**1**	Press **INFO** to access the appliance display which displays your appliance(s), pool pump(s), and water heater(s).	*Appliance 1 is displayed:* MOR A1 **OFF**
SYSTEM Press one or more times until the desired appliance is displayed.	**2**	Press **SYSTEM** one or more times until the desired appliance (Ax – appliance, Hx – water heater, Px – pool pump [where "x" is 1 to 8]) is displayed. Pressing **SYSTEM** cycles through the appliances one at a time, displaying current settings. When the last appliance is shown, pressing **SYSTEM** returns you to the normal display. **Note:** After returning to the normal display, additional presses of **SYSTEM** will cycle your heating and cooling system through each mode (HEAT, COOL, HEAT COOL, EMER HEAT).	*Water Heater 1 is OFF:* MOR H1 **OFF**

Setting Temporary Hold ON for Your Water Heaters, Pool Pumps, and Appliances

Quick Guide	Step	Description	Display
Press the up arrow to turn the appliance on.	**3**	Press the up arrow key to set a Temporary Hold ON for the displayed appliance. The display will change from OFF to ON. The HOLD icon will begin to flash, indicating that you have placed a Temporary Hold ON for the displayed appliance. Appliances will return to their normal programmed settings at the beginning of the next tier change or time period.	*Hold will flash, indicating a temporary hold:* MOR H1 **HOLD** ON
RUN Press to clear the Temporary Hold ON.	**4**	To clear the Temporary Hold ON, while the correct appliance is displayed, press the **RUN** button. The display will change from ON to OFF and the HOLD icon will no longer be displayed.	*Water Heater 1 is off:* MOR H1 OFF
		Note: If the appliance is programmed to be on, ON and a padlock icon will be displayed on the thermostat display. The padlock icon indicates that Temporary Hold ON is not available because the appliance is already programmed ON.	*Padlock icon is displayed:* MOR H1 ON 🔒
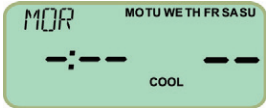
Online Programming Access

energyselectportal.gulfpower.com
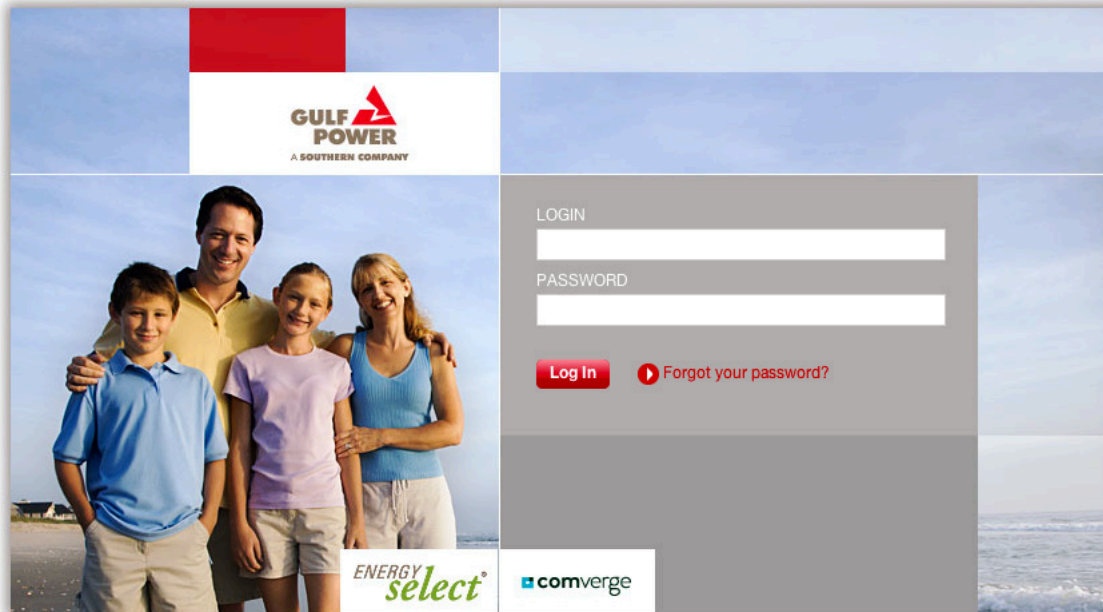
Section 3: Thermostat Display Messages

This section describes the messages that you may see displayed on your thermostat. They are listed in alphabetical order.

Display	Description	Example
-- or --:--	In programming mode, "--" indicates the temperature setpoint is different among the days within the group that's being programmed. Similarly, "--:--" indicates the start time is different among the days within the group of days that you are programming. To find out which day within the day group is different, select the individual days by pressing the **PRGM** button until day of the week is flashing and then press ⌃ or ⌄ until the desired day is flashing.	MOR MO TU WE TH FR SA SU -:-- -- COOL
Antenna icon	Indicates that a system or web programming update to your thermostat's cooling or heating program, hold mode, or system mode is occurring. Press any button to remove the display of the antenna icon. **Note:** The antenna icon also displays with the FAULT message. See FAULT in "Thermostat Display Messages".	EVE FR 6:20 PM Y COOL 75
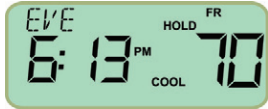
Thermostat Display Messages

Display	Description	Example
Link icon	Applies only when a thermostat and a gateway are both installed at the customer's site. Indicates that the thermostat has successfully joined the gateway's network and the devices are able to communicate with each other.	
AUX	Indicates that the supplemental heat strip is turned on.	
COMM ERR	Indicates a communication error. Message alternates between COMM and ERR. Call customer service.	*Display alternates between COMM and ERR:*

Thermostat Display Messages

Display	Description	Example
EMER HEAT	EMER HEAT (backup heat) as displayed on the thermostat screen turns off the heat pump compressor and turns on the emergency or backup heating system. Normally, this will be electric strip or resistance heat.	*EMER will flash:* MOR 7:00 EMER HEAT 65 FR
FAULT	Indicates an internal or external communication failure. FAULT displays above the room temperature, and the antenna icon displays. Call customer service.	MO 12:00 PM COOL FAULT 85
FLTR	This is a reminder that you need to change or clean the filter in your HVAC system. After you change or clean the filter, you can reset the display so FLTR no longer appears by pressing the **RUN** and **HOLD** buttons at the same time. **Note:** The FLTR reminder will display again after a preset number of hours of system operation.	6:20 PM FLTR COOL 70 FR STG 1

Thermostat Display Messages

Display	Description	Example
HOLD **(flashing)**	Indicates a temporary hold on cooling or heating.	*HOLD will flash:*
HOLD **(not flashing)**	Indicates a permanent hold on cooling or heating.	*HOLD displays (not flashing):*
Light	The thermostat light is a visual indicator of a Critical price warning or Critical price period. A flashing light indicates a Critical price warning and a steady light indicates a Critical price period.	

Thermostat Display Messages

Display	Description	Example
MOR, DAY, EVE, or NHT (Time period)	The time period appears on the normal display only when the Base temperature setpoint is in effect. If the Medium, High, or Critical tier is in effect and if you have specified a different temperature setpoint from the Base temperature setpoint for that tier, the time period does not display.	*Time period displayed:* *Time period not displayed:*

Thermostat Display Messages

Display	Description	Example
STG 1 or STG 1 + 2	**Cooling** If you have a two-stage air conditioner or heat pump, and if the temperature setpoint is decreased 3 degrees or more below room temperature or if high speed is required, STG 1+2 will be displayed; otherwise STG 1 will be displayed. **Heating** When heating with a furnace, electric heat, or single-stage heat pump, STG 1 will be displayed if the temperature is increased 1 degree above room temperature or the unit operates normally because of a room temperature decrease. When heating with a two-stage heat pump or furnace, and high speed is required, STG 1+2 will be displayed on the screen. In a heat pump system, if the auxiliary heat is needed or if the temperature setpoint is increased 3 degrees or more above room temperature, Aux will be displayed, STG 1+2 will be displayed, and +2 will be flashing.	

Section 4: Frequently Asked Questions

This section anticipates, then answers, questions you may have about your Energy *Select* thermostat.

Thermostat Accuracy	**How accurate is the thermostat?**

Typical mercury, alcohol, bimetal, or digital thermometers are designed to quickly measure temperature in the area where they are located. This is useful for fast (sometimes instant) temperature reading at a specific point or room location. Digital thermostats are engineered to a response rate that will seem slow compared to a thermometer but also allows them to control a properly-sized cooling or heating system very precisely. Thermostats respond to temperature much like the contents of the room that is being conditioned. When left to acclimate for a few cycles, they are capable of keeping the temperature within 1 degree F of setpoint. This level of control would not be possible with a faster temperature response.

After-Hours Calls	**How can I contact Gulf Power after hours, holidays, and weekends?**

Simply call toll-free 1-877-655-4001 and listen for available options. You can also visit the Gulf Power web site at gulfpower.com/energyselect.

Cooling	**Can I pre-cool my home before a higher price period?**

Yes. You can pre-cool your home several degrees cooler than normal during a lower price period so that the temperature remains more comfortable during the higher price period.

Frequently Asked Questions

Pricing Indicators	**What do the L, M, H, and CRITICAL symbols on the bottom left of the thermostat display mean?** The symbols on the bottom left of the thermostat display indicate "L" for Low price period, "M" for Medium price period, "H" for High price period, and "CRITICAL" for Critical price period. **Note:** The "H" does not mean the system is in the heating mode.
Cooling or Heating	**It is the first cool or hot weather of the season. Why can't I get the cooling or heating system to operate?** With the first cool or warm weather of the season, first make sure the thermostat is in the cooling mode or heating mode. COOL or HEAT will be displayed at the bottom left of the room temperature on the thermostat display to indicate the current mode. To switch modes, use the **SYSTEM** key on the keypad. In some cases, it may take up to 5 minutes for the heat to start due to the safety delay. When this happens, the room temperature will flash. **If you have a heat pump, make sure the thermostat indicates HEAT and not EMER HEAT.**
Critical Price Period	**What does the red LED light mean?** The red LED light is a visible indicator of the Critical price warning and Critical price period. A flashing light indicates a Critical price warning and a steady light indicates a Critical price period.

Frequently Asked Questions

Critical Price Period (Continued)

How can I determine if I am being billed for usage in the Critical price period?

The red LED light will flash prior to a Critical price period being called. During Critical, the flashing red LED light will turn to a continuous light. In addition, the thermostat display will show the CRITICAL tier during the Critical price period.

Can a Critical price period occur during the weekend?

A Critical price period can occur at any time. Typically, it will occur during a High price period of the summer and winter.

When I have my air conditioning or heating system in temporary override, a Critical price period turns off the temporary hold. Why?

Even with a temporary hold in the High period, if the Critical price goes into effect, the system will return to its pre-programmed mode. If you want to change this default from your Critical price program settings, simply set another temporary hold.

Caution: Be aware that the Critical price will be in effect.

How do I set my air conditioning or heating system so that a Critical price period does not turn off my hold?

If you put the device in permanent hold, then the Critical price period will not reset your hold.

Caution: Be aware that the Critical price will be in effect.

Frequently Asked Questions

Discontinuing Energy *Select*	**If I want to discontinue this program, is there a removal fee?**
	No. If you choose to discontinue Energy *Select*, all equipment will have to be removed from your residence. Your old thermostat, or a new one that you provide, will replace the Energy *Select* thermostat. Once you notify Gulf Power of your removal request, the company has 30 days to remove the equipment.
	We highly encourage you to remain on the program for at least one year. Savings are realized annually. If you discontinue at the end of the summer, you cannot benefit from the generous winter savings.
Batteries	**Are batteries needed in my thermostat?**
	No. The program is kept in permanent memory within the thermostat. In the event of a power failure, the screen will go blank. When the power is restored, the correct time will be sent from the gateway and will be displayed on the thermostat in about 1 minute.
Maximizing Savings	**How can I maximize my savings?**
	Under the standard rate, costs to produce and deliver electricity are averaged and customers are charged a flat rate based on that average cost. Under the Energy *Select* rate, however, there are four prices that better reflect the actual cost to produce electricity.
	You can save money by pre-cooling or pre-heating or postponing the operation of cooling or heating, thereby shifting usage from the High and Critical price periods to the Medium and Low periods. This allows you to save money by buying energy at the lower price.

Frequently Asked Questions

Heating System	**Can I pre-heat my home before a higher price period?**
	Yes. You can pre-heat your home several degrees warmer during a lower price period. For example, you can pre-heat your home beginning at 4:30 or 5:00 AM to 72 degrees. Then you can set the thermostat to have the temperature at 66 degrees during the 6:00 to 10:00 AM time period (High price period).
	I have a gas furnace. How can I benefit from Energy *Select*?
	With Energy *Select* and gas heat, you will gain greater control of the comfort in your home and have the opportunity to utilize the programmable thermostat for "setbacks" that can reduce the total amount of energy required by the gas furnace and save you money.
	Why does the display show AUX when I turn the temperature up 3 degrees or more on my heat pump?
	The Energy *Select* thermostat works like all heat pump thermostats. When the temperature is increased 3 degrees or more, it assumes the customer wants the house to warm rapidly, so the auxiliary resistance heat is activated to run with the compressor. When the auxiliary resistance heat is activated, you should see the STG2 icon (lower right of the display) flashing as well.
Holiday Schedule	**What program does my thermostat follow on the observed holidays of Memorial Day, July 4, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day?**
	The thermostat will follow the same tier schedule as the weekends. There is no scheduled High price on these days. However, the thermostat will follow the normally programmed schedule for that day of the week (Monday–Sunday).

Frequently Asked Questions

New Cooling and Heating System	**I am going to replace my central cooling/heating unit. What do I need to do?** Energy *Select* needs to be re-installed after the new cooling and heating installation is complete and operating with a customer-owned thermostat for a minimum of three days. The customer must have a working cooling/heating unit with a thermostat.
New Home	**I am building a new home. When do I get Energy *Select* installed?** Your new home must be connected as an RS customer before we are able to complete the installation of Energy *Select*. The cooling/heating system and a customer-owned thermostat must already be installed in the home. The Energy *Select* installation does not require new wiring, just connections to existing wiring and equipment.
Clock	**How do I change the clock setting?** You can't. The clock is set internally from the gateway, which receives the correct time and day from the internet. In the rare event that an incorrect time is displayed, you should call 1-877-655-4001 and report the problem.

Frequently Asked Questions

Programming

Why do I have a "--" on the screen when I'm programming?

If the temperature shows "--" while in the programming mode, it indicates that at least one of the days in the group has a different temperature program than the other days. If you are programming an appliance and "--" is displayed where the ON and OFF should be, it indicates that at least one of the days in the group has a different ON/OFF setting for that appliance. To find out which one is different, simply cycle through each individual day.

If the tier setting shows "--", this indicates the Base setpoint will be in effect during that price tier.

Why do I have a "--:--" on the screen when I'm in programming?

If the time shows "--:--" while in the programming mode, it indicates that at least one of the days in the group has a different start time than the other days. To find out which one is different, simply cycle through each individual day.

How do I program my thermostat?

This guide contains complete details on programming your thermostat. See the "Table of Contents" to locate the section for the item you want to program. Your thermostat can also be programmed from the web portal at energyselectportal.gulfpower.com.

Frequently Asked Questions

Programming (Continued)

What if my heat pump compressor fails to operate for some reason in the winter? Do I have backup heat? (Heat Pump)

This thermostat operates like all heat pump thermostats when emergency heat is needed. Simply press the **SYSTEM** key until EMER HEAT appears on the screen. EMER HEAT disengages the compressor and uses only the resistance elements for heat until the heat pump compressor can be serviced. Some geothermal heat pumps may not have resistance element backup.

With my heat pump in the winter, if I set my temperature back to 65 degrees at night, but want the temperature to increase to 70 degrees at 4:30 AM, will the auxiliary (AUX) heat strips come on and increase my heat pump's energy usage? (Heat Pump)

In most cases, no. When a heat pump recovers from a programmed setback temperature, the thermostat is designed to minimize the use of auxiliary heat. If the outdoor temperature is very cold or if the indoor temperature is very cold, and the heat pump cannot warm the home in a reasonable time period, the auxiliary heat may be used to assist the heat pump compressor.

Like all heat pump thermostats, if the thermostat is manually increased 3 degrees or more, the auxiliary heat will be activated. If the heat pump compressor is not operating properly (i.e., low refrigerant) or if the outdoor temperature is very cold, the auxiliary heat may be activated to assist the compressor in bringing the temperature to the desired level.

Note: The compressor will always operate more efficiently than resistance/auxiliary heat, regardless of the outdoor temperature in Northwest Florida.

Frequently Asked Questions

Safety Delay	**What is the delay time on the thermostat if there is a power outage or if quick changes have been made just after the A/C or heat pump compressor has shut off?**
	Up to a 5-minute safety delay is built-in to practically all air conditioners and heat pump compressors, as well as many thermostats, to protect the compressor. If the temperature is adjusted during this 5-minute safety delay, the room temperature on the thermostat will flash.
Rates and Price Periods	**Can a customer be on both Energy *Select* and PV (Photovoltaic) green rate?**
	Yes. The PV (Photovoltaic) green rate is simply a rate rider. It is available for all metered rates.
Thermostat	**How many thermostats can I have installed at my home?**
	Up to eight thermostats can be installed per home. All appliance loads must be 30 amps or less.
	How long will the thermostat hold my program in the event of a power outage?
	Because the program is stored in non-volatile memory, it is maintained through any length of power outage. The thermostat will not have to be reprogrammed after an outage.
	I am remodeling my home and need to relocate the Energy *Select* thermostat. Who is responsible for relocating and running the necessary wiring?
	It is the responsibility of the customer and the contractor to relocate the thermostat when remodeling. If the contractor is unsure of how to wire it back, they should call 1-877-655-4001 for assistance.

Frequently Asked Questions

Vacation Mode

How do I set my thermostat if I plan to leave for an extended period of time?

Cooling and heating can be set to a permanent hold by pressing the **HOLD** key and then adjusting the desired temperature. Pressing the **SYSTEM** key until OFF is displayed will turn off the cooling and/or heating system.

When leaving for an extended period of time in the summer, what is the best way to set my thermostat?

You can turn the unit off, or you can raise the cooling temperature several degrees above your normal setpoint and press the **HOLD** key. You can reprogram your thermostat to a higher temperature; however, you may want to lower the temperature in the Low price period for humidity control.

When leaving for an extended period of time in the winter, what is the best way to set my thermostat?

You could turn the unit off, but this is not a good idea if a hard freeze should occur. You can use the arrow keys to lower the heating temperature, then press the **HOLD** key to set a permanent hold.

Note: The thermostat cannot be set to below 45 degrees. When you return, press the **RUN** key to return to your normal program.

Frequently Asked Questions

Vacation Mode (Continued)	**What if I want to turn off my water heater, pool pump, or appliance for an extended period such as when I go on vacation?** You can turn off your water heater, pool pump, or appliance from the web portal using the "Permanent Hold" option. There is no need to turn off your circuit breaker.
	How can I keep my water heater, pool pump, or appliance operating, regardless of price, 24 hours a day? You can turn on your water heater, pool pump, or appliance from the web portal using the "Permanent Hold" option.
Overrides	**If I use the Temporary Hold ON for my water heater, pool pump, or appliance, how long will it be in effect?** When using a Temporary Hold ON, power will be available to your water heater, pool pump, or appliance until your next programmed time period, tier change or when a Critical price period occurs.

Frequently Asked Questions

Pools

If I install a pool sweeper, do I need another Load Control Relay (LCR) installed?

No. Sweepers are wired after the LCR and are operated manually or by a customer-provided timer since they can only have power when the pool pump is in operation and are needed only a couple of hours per day. Operating the pool sweeper when the pool pump is off may damage the pool sweeper.

How do I keep my pool pump and water lines from freezing in the winter?

During freezing weather, program the pool pump to be on in all price periods to prevent freezing.

A second option is to put the appliance on permanent hold by setting a "Permanent Hold" from the web portal. This will make power available to the appliance until you clear the permanent hold.

Do I need to reprogram my pool pump on May 1 and November 1 each year?

Yes. To save money, reprogram the pool pump to reflect the price period changes that occur on these dates and the longer run times in the summer.

Can I keep my pool pump operating, regardless of price, 24 hours a day?

Yes, but keep in mind that there is a higher price for energy used in the High and Critical price tiers.

Frequently Asked Questions

Water Heating

Can I override the automatic settings for my water heater during the low pricing periods?

The system default is for power to be available to the water heater from 11:00 PM to 5:00 AM in the winter and from 11:00 PM to 6:00 AM in the summer, when the Low price tier is in effect. This is to ensure that you will have a tank full of hot water in the morning and take advantage of the lowest price. However, you can utilize the web portal to permanently hold the water heater in the OFF position.

If the water heater is only heating water in the Low price tier, how long will the water stay hot?

If no hot water is used and the water heater is operating properly, the water will remain shower hot for several days. Only about 17–20 gallons of hot water is used per person per day for all uses such as washing, cooking, etc.

The best way to ensure a full water heater tank in the early evening is to utilize the year-round water heating programming option. Having the water heater programmed to operate for at least an hour between 10:00 AM and 1:00 PM during the Medium price period will "top off" the tank, ensuring hot water in the early evening.

Can I turn on my electric water heater if I should run low on hot water?

Yes. You can perform a temporary override. See "Setting Temporary Hold ON for Your Water Heaters, Pool Pumps, and Appliances".

Frequently Asked Questions

Water Heating (Continued)

My family begins using hot water at 6:00 AM. Should I program my water heater to be on at that time?

Power is automatically available to heat water as needed in the Low price period up to 6:00 AM in the summer and 5:00 AM in the winter. Depending upon hot water usage in the early morning hours, this may or may not be sufficient for your individual needs. Ideally, in the winter, you don't want to heat water between 6:00 AM and 10:00 AM since that's the High price period. However, if you need to, you can always program it to be on for a slightly extended period after 6:00 AM in the summer and 5:00 AM in the winter.

Is there a way I can have a year-round water heating program to avoid the High price period without having to change my program each season?

Yes. The water heater tank will be full of hot water each morning coming out of the Low price period. If this hot water is typically not depleted until after 10:00 AM, you can program the water heater to be on during the MOR time period for about 1½ to 2 hours between 10:00 AM and 1:00 PM on weekdays. This will provide hot water in the early evening after the end of the summer High price tier. If needed again for later that evening, program the water heater to be on during the evening Medium price tier for an hour. With a year-round program, you can heat most or even all of your water in the Low and Medium price tiers without having to reprogram with each change of season.

Section 5: Troubleshooting Assistance Guide

This section helps you troubleshoot common issues you may encounter with the thermostat. If you encounter a problem that you do not see listed here, contact customer service.

Section Contents

Troubleshooting Assistance Guide

Thermostat Display

Display is blank.

The thermostat gets its power from the indoor air handler. Call customer service.

Display is flashing.

- If flashing COMM ERR – Call customer service.
- If flashing +2 – Normal operation.
  - With a heat pump, indicates the resistance strip heat (Aux) is operating in conjunction with the heat pump compressor.
  - 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 light stays on, does not flash (light next to the Up/Down arrow buttons).

- Normal operation. The thermostat light is a visual indicator of Critical price warning or Critical price period. A flashing light indicates a Critical price warning and a steady light indicates a Critical price period.
- If the light is on and the buttons will not change the display, your thermostat may need service. Call customer service.

Display numbers/segments are fading out.

The thermostat requires service. Call customer service.

Troubleshooting Assistance Guide

Thermostat Display (Continued)	**Water heater, pool pump, or appliance status has disappeared.** Ensure that you are on the correct appliance display. If you still don't see the appliance status, please call customer service.
Programming	**What is the web address for online programming?** You can access the web portal at <u>energyselectportal.gulfpower.com</u>. **Temperature setting will not go lower or higher.** • The upper or lower thermostat temperature setting limits may have been reached. The default lower limit is 45 and the default 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. **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 cooling/heating system before the scheduled start time so that the desired temperature is reached at the scheduled start time.
- The thermostat may be set in the hold (override) mode. Press **RUN** to reset the hold and go back to the programmed setpoint.
- Recheck program for current settings versus the program settings.

The house is too warm or too cold.

- If the setpoint equals the room temperature, press the up or down arrow buttons to adjust the temperature setpoint as desired for a temporary hold. If discomfort occurs frequently, reprogram to higher or 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 mode (COOL or HEAT) by pressing the **SYSTEM** button. The thermostat is off when the display shows OFF on the left side of the display.
- Check filter condition and replace if necessary.
- Under excessive temperature loads (high/low outdoor temperature), even before the thermostat was installed, was the cooling/heating equipment capable of maintaining the desired indoor temperature setpoint? If not, the cooling/heating system may need service or possibly an upgrade.

Troubleshooting Assistance Guide

Programming (Continued)

Display temperature 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.
- Make sure you are looking at the correct temperature display. The current temperature setpoint is alternately displayed with the time on the left side of the screen. The thermostat displays the current room temperature on the right side of the screen.
- A hold override may be in effect.
  – If HOLD is flashing, the thermostat is set for a temporary hold.
  – If HOLD is displayed (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 current setpoint does not match the display temperature.

- The thermostat may be in recovery from a setback period or Critical price event. 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 cooling/heating equipment may not be capable of maintaining the desired indoor temperature setpoint. The cooling/heating system may need servicing or upgrade. You may want to schedule a service call with an HVAC contractor 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 cooling or heating may be in a temporary or permanent hold. Press **RUN** to reset the hold and go back to the programmed setpoint.

Thermostat current programmed setpoint does not match "programmed" temperature.

Check to make sure that a Critical price event is not in effect. If a Critical price event is in effect, the thermostat light is on. The temperature will return to your programmed temperature when the Critical price event ends.

Troubleshooting Assistance Guide

Programming (Continued)

Water heater, pool pump, or appliance is not functioning as programmed.

- Verify that the water heater, pool pump, or appliance programming accurately reflects how you want the device to behave. Check time periods, tier settings, and permanent, temporary, and scheduled holds. If any program setting is set to OFF, then NO power will be available to the water heater, pool pump, or appliance during that time period.
- The water heater, pool pump, or appliance may be set for permanent hold OFF. To reset, go to the web portal to clear the permanent hold.
- The water heater, pool pump, or appliance may be off due to activation of Medium, High, or Critical price tiers. Check programmed response for these price tiers. If programmed OFF during these tiers, the water heater, pool pump, or appliance will not have power available during that period.
- If the water heater, pool pump, or appliance is programmed to OFF, you can turn it on temporarily. See "Setting Temporary Hold ON for Your Water Heaters, Pool Pumps, and Appliances".

Temporary hold disappears from the screen and allows the water heater, pool pump, or appliance to revert to the normal settings.

- A temporary hold will remain until (a) the price tier changes, (b) you clear the temporary hold, or (c) the next scheduled time period change.
- If a more permanent hold is desired, use the web portal.

Troubleshooting Assistance Guide

Programming (Continued)

I keep running out of hot water.

- Your water heater may need longer run times in the Medium price tier.
- If you had sufficient hot water and suddenly do not, your water heater may not be operating correctly. This is most noticeable in the mornings when the tank should be full of hot water. Your water heater may need to be checked by a qualified repair person.
- Are you taking more or longer showers, or has hot water usage increased? Do you have guests in the home? If so, you may need to increase run time or temporarily override the programmed setting.
- Does your water heater have a Reset button? If so, follow the manufacturer's instructions.
- Check the water heater's Medium, High, or Critical tier settings.

I have no hot water.

- Excessive, above normal water usage may have occurred since the last run time period and a tank full of hot water has been used.
- A circuit breaker may have tripped. Check and reset the circuit breaker. If it trips again, for safety, have the water heater and/or electrical system serviced.
- If water is dripping from the tank or the pipes above the tank, for safety, turn the circuit breaker off, and have the unit serviced or replaced.
- The water heater may be set for permanent hold OFF. To reset, go to the web portal to clear the permanent hold.
- One of the water heater elements or thermostats may be faulty.
- Check the Medium, High, and Critical tier settings. If off, no power is available to the water heater during these periods. Use the temporary override feature.
- Check the water heater's Medium, High, or Critical tier settings.

Troubleshooting Assistance Guide

Programming (Continued)	**The appliance setting changes at the wrong times.** • Verify that the water heater, pool pump, or appliance programming accurately reflects how you want the device to behave. Check time periods, tier settings, and permanent, temporary, and scheduled holds. If any program setting is set to OFF, then NO power will be available to the water heater, pool pump, or appliance during that time period. • During the Low price tier, the water heater will be enabled regardless of your schedule. This mode ensures the water is heated at the lowest possible price and stored for use in a higher price later period.
Holds	**Hold override does not work.** A permanent hold remains in effect independent of user schedule. To clear a permanent hold, make sure the thermostat is in normal display 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. • The first press of the up or down arrow button changes the display from clock to current temperature setpoint. Make sure you press the arrow buttons again to actually change the setpoint. • If it still does not work, call customer service. **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 or price tier changes. If a more permanent hold is desired, press the **HOLD** button.

Troubleshooting Assistance Guide

Vacation Mode	**Can I program the thermostat for a vacation mode?**
	• For vacation, you can set cooling or heating to a permanent hold by pressing the up or down arrow to select the desired temperature, and then pressing the **HOLD** button.
	• You can turn off the cooling and heating system by pressing the **SYSTEM** button until OFF is displayed.
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 cool or heat. This is normal operation. Fan will turn off automatically once the cooling/heating is satisfied if the fan is in auto mode.
	• If the fan is in auto mode and the cooling and heating system is not operating, and the fan will not turn off, the air handler fan relay switch is likely bad.
	• HVAC equipment has an internal fan overrun where the fan continues to run after the cooling or heating unit turns off. Typical fan overrun times are 1–2 minutes following the cool or heat system shut down.
	Fan will not turn on.
	• Some HVAC systems, especially gas furnaces, have a built-in time delay before the fan is activated. It can be a plenum switch or a 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.

Troubleshooting Assistance Guide

Equipment (Continued)

Temporary temperature hold does not work.

The thermostat may have been turned off. Press the **SYSTEM** button to place it in cooling or heating mode, then retry.

Heat will not come on.

- Make sure system is set to heat mode. Press the **SYSTEM** button until the HEAT icon is displayed.
- Check whether a Critical price event is currently in progress by looking at the light next to the up and down arrow buttons. If the light is on, then a Critical price event is in progress and your heating system is temporarily disabled.
- If the display on the thermostat is blank, verify that the air handler (emergency) breaker is not tripped or manually turned off, and that the indoor air handler is being powered. If the display is still blank, call customer service.
- 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, or if the STG 1 icon is not displayed, call customer service.
- For heat pumps, check and reset the breaker for heat pump compressor.

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. • Check whether a Critical price event is currently in progress by looking at the light next to the up and down arrow buttons. If the light is on, then a Critical price event is in progress and your set point is higher than room temperature. • If the display on the thermostat is blank, verify that the air handler (emergency) breaker is not tripped or manually turned off, 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. • 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, or if STG 1 icon is not displayed, call customer service.

Troubleshooting Assistance Guide

Equipment (Continued)

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 customer service.
- 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.

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 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.