

Net/X Thermostat Troubleshooting Guide

Symptom	Possible Cause	Diagnosis	Corrective Action
No Display / Faint Display	Supply voltage incorrect	Check electrical breakers Power transformer for the thermostat is located on the same breaker as the security system	Reset breaker or repair/replace breaker <i>(If required, call electrician)</i>
		Check thermostat transformer Power transformer for the thermostat is located at the security system. Voltage should be between 16VAC and 30VAC.	If <16VAC, replace transformer If >30VAC, replace transformer, replace thermostat, and set thermostat address <i>Transformers & thermostats available on site</i>
Thermostat will not call for HEAT	Short Cycle Protection delay still in progress	Delay is 2 - 4 minutes. Wait minimum of 5 minutes before expecting call. If setpoint is above room temperature, a HEAT call will happen after the delay.	If no call after delay, and setpoint is above room temperature, replace thermostat and set address. If new thermostat acts in the same manner, call HVAC contractor. Re-install original thermostat.
	Thermostat setpoint is satisfied	Raise heating setpoint above the room temperature using the 'up' button.	<i>A call is signified by a flashing flame </i>
Thermostat will not call for COOL	Short Cycle Protection delay still in progress	Delay is 2 - 4 minutes. Wait minimum of 5 minutes before expecting call. If setpoint is below room temperature, a COOL call will happen after the delay.	If no call after delay, and setpoint is below room temperature, replace thermostat and set address. If new thermostat acts in the same manner, call HVAC contractor. Re-install original thermostat.
	Thermostat setpoint is satisfied	Lower cooling setpoint below the room temperature using the 'down' button.	<i>A call is signified by a flashing snowflake </i>
Fan does not turn on with the system	Fan Failure	Remove thermostat from the backplate. Place a jumper between R and G. Fan should come on.	If fan does not come on, call HVAC contractor If fan does come on, replace the thermostat and set the thermostat address
Arming alarm system in 'AWAY' mode does not place thermostat w	Alarm programming issue	Arm the alarm in the 'AWAY' mode, which should place the thermostat in setback, with the  icon displayed on the thermostat.	If  icon is not displayed when alarm system is armed in the 'AWAY' mode, call Alarm contractor.
Disarming alarm system does not return thermostat to normal operation	Alarm programming issue	Disarm the alarm, which should place the thermostat in normal operation setpoints, and the  icon is displayed on the thermostat.	If  icon is not displayed when alarm system is disarmed, call Alarm contractor.