

Amazon Smart Thermostat



Amazon Smart Thermostat User Guide

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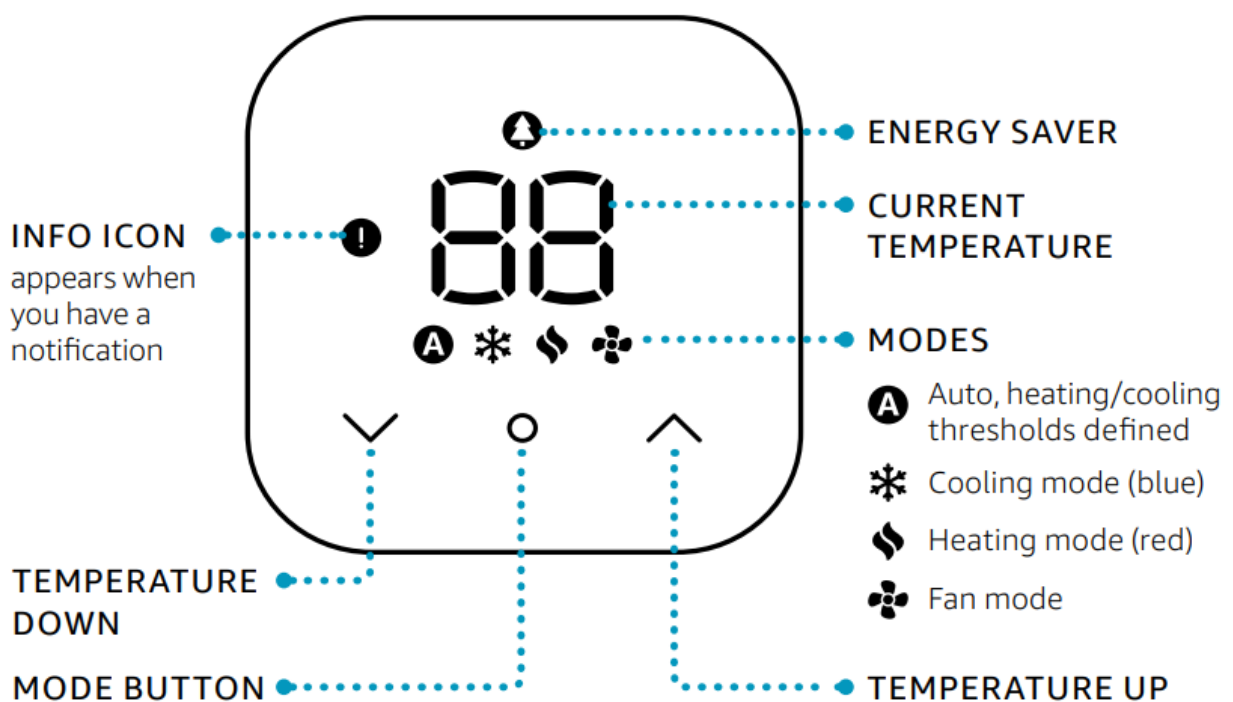
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Amazon Smart Thermostat User Guide



The following indicators appear when a function is engaged. You won't see them all at once or when your thermostat is inactive. You can also change the display settings later in the Alexa app.



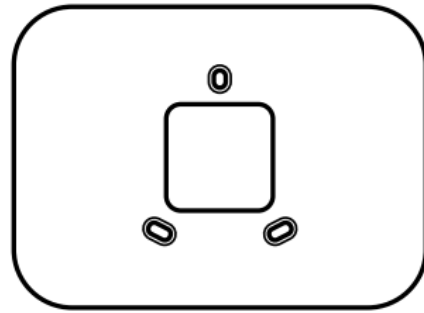
IMPORTANT

Amazon Smart Thermostat doesn't have a built-in microphone. To control it by voice, use a compatible Alexa-enabled device or the Alexa app.

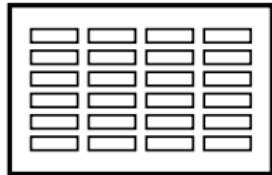
WHAT'S IN THE BOX?



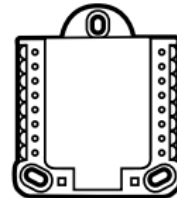
Amazon Smart
Thermostat



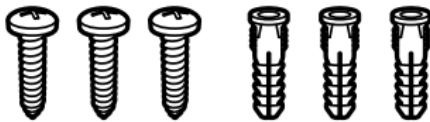
Cosmetic plate
(optional)



Wire-labeling stickers



Wall plate

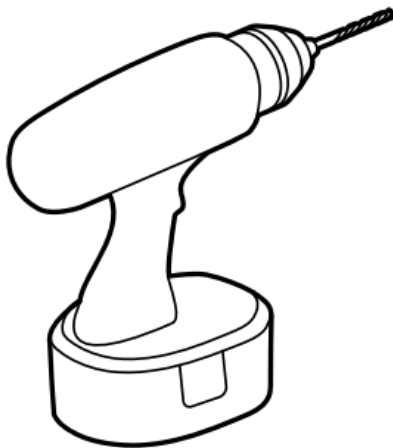


Screws with anchors



Installation tool

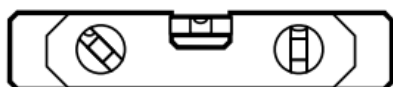
THINGS YOU MAY NEED



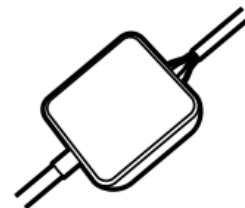
Power drill



3/16" drill bit



Level



C-wire power adapter*

Amazon Smart Thermostat requires a C-wire or C-wire power adapter. Go to amazon.com/smarthermostat to see if you need one. The in-app installation process will also let you know.

THINGS TO KNOW BEFORE YOU BEGIN

Before installing your thermostat, you should be comfortable handling the electrical wiring in your home. If not, hire a professional to take care of the installation for you. For more information, go to amazon.com/amazonsmartthermostat/help.

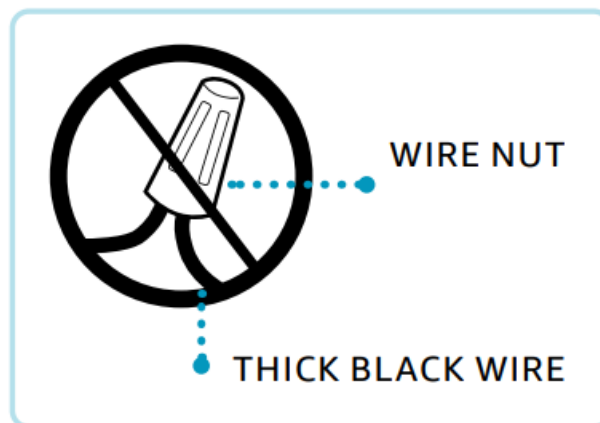
This system is intended to replace an existing 24V thermostat (common wire or “C” wire required) and is compatible with most heating, cooling, and heat pump systems. It does not work with electric baseboard heat (120–240V) or millivolt systems. It does not replace a thermostat that is wired for line voltage (Terminals L1/L2). It does not support input (S terminals) for indoor and outdoor sensors. It does not support relays (U terminals) for ventilation. Please check amazon.com/smartthermostat for compatibility. You must turn off power to your heating and cooling system at your circuit breaker or fuse box before installing your thermostat. For more information about circuit breakers and panels, visit amazon.com/amazonsmartthermostat/help.

Amazon Smart Thermostat requires 2.4GHz wifi. Make sure you have your wifi password handy before you begin the installation. You may want to heat or cool your home to a comfortable temperature before beginning the installation since your system won't be operating during that time.

WARNING: ELECTRICAL HAZARD

Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage. Before installing your thermostat, turn off power to your heating and cooling system at your circuit breaker or fuse box. Verify that the power is off. Be aware that all electrical wires, regardless of function, can carry an electrical current. Treat all wires with equal caution.

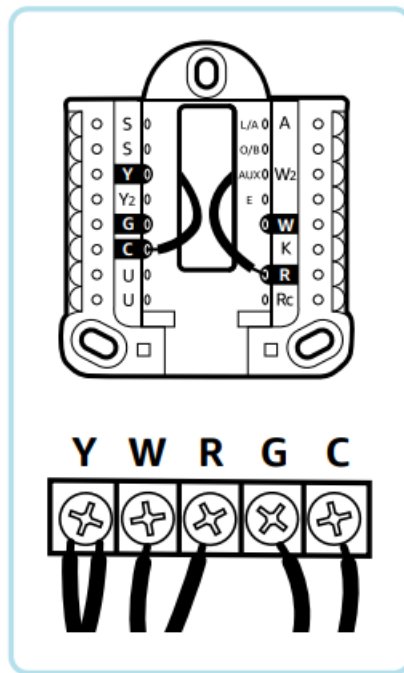
PREVENT EQUIPMENT DAMAGE



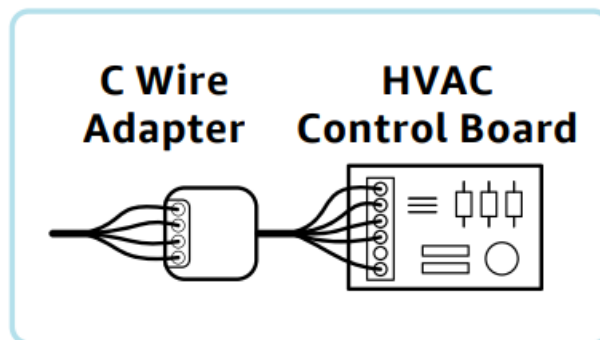
Make sure your thermostat wiring does not contain any 120/240V wires.

- Do you have electrical wires bigger than 18 gauge?
- Do any of your wires have wire nuts?
- Did your old thermostat have a rating of 120V or higher?
- If you answered yes to any of the questions above, you may have an electrical line that is not compatible with the Amazon Smart
- Thermostat. If still unsure about the line voltage system, contact a local HVAC contractor.

If the stripped ends of the wires were longer than 3/8", verify they are not shorted to another wire. If you changed any wiring at the HVAC, also verify the ends of those wires are not shorted. If you used one of the extra unused wires in the bundle for the C wire (common wire) on the new thermostat or added a C-wire adapter, verify connections on the furnace board. The C wire should be on the same terminal block that the other thermostat wires attach to. It will usually be labelled C but could be labelled B on Trane or American Standard equipment.



If a C-wire adapter was installed with the new thermostat, verify the included instructions were followed carefully. The C and K terminals should be connected to the thermostat and neither Y nor G terminals should be used if the C-wire adapter has been used.



MOST COMMON HVAC SYSTEM TYPES

SYSTEM TYPE	MOST COMMON WIRING							
Heat Only (Radiant Heat)	R	W						C
Conventional System (single-stage gas/ oil/electric furnace with compressor)	R	W	Y	G				C
Heat Pump	R		Y	G	O/B			C
Heat Pump with backup electric heat	R		Y	G	O/B	W2		C
Heat Pump with backup electric heat and emergency heat	R		Y	G	O/B	W2	E	C

TIP: When removing your old thermostat, make sure to document the wiring before removal for reference when installing your new thermostat. Either use the wiring labels provided to mark the wires, use your smartphone to take a picture of your wiring (with the thermostat faceplate removed), or draw a diagram to note which terminal each wire connects to. If your system uses a heat pump, try switching the reversing valve's O/B setting in the Alexa app.

SEE FAQ

My Heat Pump Isn't Blowing the Correct Air Temperature with My Thermostat on amazon.com/amazonsmartthermostat/help

GUIDED INSTALLATION IN THE ALEXA APP

Download the Amazon Alexa app. We've created a guided installation experience within the app to take you step by step. To get started:



1. Download the latest version of the Alexa app from the app store.
2. Tap the "More" icon in the lower right of the app.

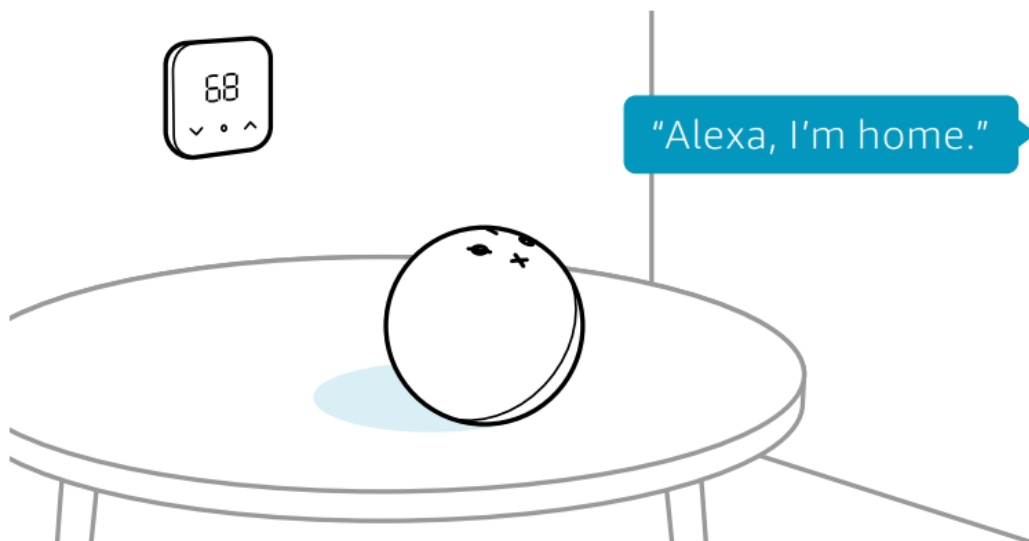
3. Select “Add a device” and then follow the on-screen instructions to install the device.
4. If prompted by the app to scan a barcode, scan the 2D barcode on the back of this guide.

GET THE MOST FROM YOUR AMAZON SMART THERMOSTAT

The Alexa app will help you get the best experience from your smart thermostat. You can use it to control the temperature remotely and set a schedule. Or let Alexa automatically manage the temperature with Routines and Hunches. Get the best voice experience in your home by controlling your smart thermostat with an Echo device. To learn more about these features and how to set them up, follow the instructions in the Alexa app once you’ve installed your thermostat on the wall.



THINGS TO TRY WITH YOUR AMAZON SMART THERMOSTAT



- “Alexa set the temperature to 68 degrees.”
- “Alexa, what’s the temperature on the Thermostat*?”
- “Alexa set the Thermostat* to heating.”
- “Alexa, how can you help me save energy?”
- “Alexa, can you change the temperature when nobody’s home?”

This is what your device will be called until you rename it in the Alexa app.

REBATES

Check for energy efficiency and demand response rebates with your local utility company.

RECYCLING

If your old thermostat doesn't contain mercury, recycle it through Amazon Recycling at amazon.com/recycle-amazon-devices.

CAUTION: MERCURY NOTICE

If this product is replacing a control that contains mercury in a sealed tube, do not place the old control in the trash. Contact your local waste management authority for instructions regarding recycling and proper disposal.

TROUBLESHOOTING TIPS

If you've installed your thermostat and the display is blank:

- The display will naturally dim when not in use. To restore full brightness, touch the centre mode button.
- The touch-sensitive buttons may not work properly if you are wearing gloves.
- Confirm all wires have been connected properly.
- Check the circuit breaker, and any switches that control power to your heating and cooling system, and reset.
- Confirm that the heating/cooling power has been turned back on.
- Check that your furnace door is securely closed.
- If the thermostat you are replacing has stopped working, please verify the voltage going to the thermostat does not exceed 30 VAC or below 18 VAC.
- If you do not have a volt meter or are not familiar with measuring voltage, consult a local HVAC contractor

A common wire (C wire) is required for thermostat power. If the C wire is not present, the thermostat display will remain blank/unpowered. If the C wire is present AND connected at both the thermostat and HVAC system, there may be a possible power issue (check breakers, furnace power switch, furnace board fuse (3–5A), and furnace cover/door). The measured AC voltage should be between 18–30 VAC. If the reading is outside this range, please contact a local HVAC contractor.



For more troubleshooting help, visit amazon.com/amazonsmartthermostat/help

LED COLOR AND DEVICE STATUS

LIGHT COLOR	LIGHT BEHAVIOR	DEVICE STATUS	EXPLANATION/ TROUBLESHOOTING
Green	Solid on	Demand Response (DR) Event Active	No action, contact utility provider for more information
Red	Flashing	Internal Sensor Fault	<ol style="list-style-type: none"> 1. Verify thermostat appears in the Alexa app. If not, perform setup/configuration 2. Check app for error messages. If wifi or time related, reset wifi. If heat pump error, contact an HVAC professional 3. Verify thermostat is online and respond to temperature changes. If not, reset wifi 4. If previous steps fail, power cycle the thermostat.
		Memory Error	
		Lost Time	
		Setup Failure	
		Wifi Issue	
		Wifi Not Setup	
		Heat Pump Failure	
Yellow	Flashing	Emergency Heat	<ol style="list-style-type: none"> 1. Check Alexa app for errors/ notifications 2. Is Em Heat or Aux Heat on? (normal) 3. Allow 5–7 minutes for compressor protection-does the LED go off? Power cycle/contact support
		Aux Heat Active	
		Compressor Protection	

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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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