



FAQs How do I know if my System is Compatible with GLAS? User Manual

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Installation/General

[How do I know if my system is compatible with GLAS?](#)

GLAS works with most 24-volt heating and cooling systems, including: gas, electric, oil, radiant and forced air. [Click here](#) to check compatibility of your system.

[What is a C-wire?](#)

A C-wire is a wire in your HVAC system that provides power to your thermostat.

If you do not have a C-wire, don't worry. Use the included adapter and the installation instructions to convert your heating or cooling systems to power your GLAS thermostat.

Note: Double-check your current wiring for a C-wire as wires can sometimes be hidden in the wall.

[Do I need the included adapter?](#)

If you do not have a C-wire, you will need the adapter to power your GLAS thermostat.

Note: Double-check your current wiring for a C-wire as wires can sometimes be hidden in the wall.

[It doesn't look like my wires will fit through the Air seal, can I increase the size of the wire hole?](#)

No, the Air seal is not designed for modifications and increasing the size of the opening will reduce its effectiveness. The air seal is made from a pliable material that is designed to stretch and accommodate a bundle of up to ten 18-gauge copper thermostat wires, while still blocking airflow. After installing the Air seal on the back of your GLAS device, it should be possible to push the wire bundle through without modification.

[Can I mount my GLAS device in any orientation?](#)

No, GLAS must be installed horizontally with the display at the top of the device.

[The current temperature of my home does not appear correct, why is that?](#)

Numerous factors impact the temperature that is sensed by your thermostat. Depending on installation location, how the device is mounted, the type of wall material, and many other factors, GLAS may sense a temperature slightly different than the actual temperature in your space.

If you did not install the Air seal on the back of your GLAS when installing your device, we strongly recommend doing so to prevent airflow in or out of your wall that could impact the sensed temperature. GLAS also requires the front cover to be installed on the device to accurately sense temperature in your home.

After double checking the installation, sometimes external factors will continue to impact the device, and an adjustment is needed. You can apply an offset to the sensed temperature by navigating to Settings -> Comfort -> Temp Display and adjusting the **Temperature offset** to match the displayed temperature on your GLAS to another external thermostat that you rely on to calibrate the temperature.

We strongly recommend waiting for a few hours after installation before adjusting the offset to ensure that the sensors have fully adjusted to the environment. When adjusting the offset, we recommend not using handheld infrared temperature sensors as a reference, as they often have multiple degrees of error tolerance.

[What does the Restart option do?](#)

Selecting Restart will trigger the device to shut down and reboot, without changing any settings. Typically, you should not have to manually restart your device, but if you suspect something is wrong, a restart is a great first troubleshooting step.

[What does the Factory reset option do?](#)

Selecting **Factory reset** will trigger a full reset of the device back to factory settings. This process will erase all settings on the device, and you will be prompted to run through initial configuration after the process is done.

The factory reset process may take up to 20 minutes to complete, during which time your device will go through multiple stages and you may see blank screens from time to time. Please be patient and allow the process to complete. Your device will be ready to configure again once you see a screen with the GLAS logo and a **Tap to continue** button.

[I need to know the device's Wi-Fi MAC address, where can I find it?](#)

The Wi-Fi MAC address is printed on the label on the back of your device. Alternatively, you can get the MAC address from a running device by navigating to Settings -> Support -> Device info.

[Why isn't my GLAS screen illuminating?](#)

GLAS registers your presence by using the proximity sensor to detect your movements or by tapping on the screen. If your screen is not illuminating, try steadily holding your hand in front of the device's base.

[How do I adjust the date and time on my GLAS smart thermostat?](#)

When connected to Wi-Fi and an internet-based time service is available, GLAS will automatically manage date and time on your device. If your GLAS device is not connected to the internet or is unable to reach an internet-based time service, you can manually adjust the date and time from Settings -> General -> Date & time. You can always adjust the time zone of your device from the same menu.

[Does my GLAS device have minimum on/off timers to protect my equipment?](#)

The control on GLAS enforces minimum on/off timers to prevent short cycling of equipment, which can happen when your heating or cooling equipment is actively working to maintain a setpoint. To ensure comfort, GLAS bypasses those minimum timers in response to user changes (such as changing setpoint or turning the control on/off) when safe to do so without harming equipment. However, when cooling or heating with a heat pump, the minimum off time is always enforced to protect the heating and cooling equipment.

Mobile Access through GLAS App

[How do I connect my mobile smartphone or tablet to my GLAS?](#)

To connect your smartphone or tablet to your GLAS, you will need to link your GLAS mobile app and the GLAS smart thermostat. After you have downloaded the GLAS mobile app to your smartphone or tablet, log in with your GLAS account or tap Sign up to create an account.

Once you have signed in to your account, use the **Account Management** screen to add a location and then the GLAS app will help you add a device, or tap on an existing location and then tap Add device. The mobile app will walk you through how to connect your app to your device with a pairing key generated on your GLAS smart thermostat

[Can I connect multiple GLAS smart thermostats to my mobile app?](#)

Yes. You can connect up to 100 GLAS smart thermostats to your mobile app.

[Can I control GLAS smart thermostats that are installed in different homes or locations from a single app?](#)

Yes. You can control many GLAS smart thermostats in one home or many GLAS smart thermostats across many homes. Ensure that you use a clear naming system to help you know which location and which GLAS you are controlling at any time.

[Which GLAS features are supported by the mobile app?](#)

Your GLAS mobile app shares all the same features as your GLAS smart thermostat. You can use your GLAS mobile app to control the temperature, heating or cooling mode, fan runtime, and other features.

[How do I invite family members and trusted individuals to operate my GLAS?](#)

From the Account Management screen on your GLAS mobile app, select **Invite users**. Then, you can enter the email address of an individual whom you want to give access to operate your GLAS.

Please note that anyone you give access to will have control over your GLAS; however, you will retain ownership of the device and the location and other invited users will not be able to remove your control.

[How do I connect to Wi-Fi?](#)

Connection to Wi-Fi is part of the set-up process you will walk through during installation.

If you would like to make any updates to your Wi-Fi connection, go to Settings -> General -> Wi-Fi. Use the list provided to select the new network you wish to connect to and enter the password.

If the network you would like to use is not shown in the list, scroll to the bottom of the screen and select **Other**. Type in the name and password of the network you wish to connect to. The new network will be added to the network list.

[How do I disconnect from Wi-Fi?](#)

To disconnect from a Wi-Fi network go to Settings -> General -> Wi-Fi and select the “i” icon beside the connected network’s name. Select Forget Network and your system will disconnect.

If you have entered passwords for other networks, your system will automatically connect to them. If you would like to completely disconnect from Wi-Fi, repeat the process for all connected routers.

[Why should I connect to Wi-Fi?](#)

Connection to Wi-Fi allows you to get the most out of your GLAS thermostat. A Wi-Fi connection tracks the outdoor weather in your area to help you choose the most efficient temperature settings. Outdoor weather tracking also allows the thermostat to calculate your energy savings to improve your energy usage.

Using Wi-Fi also allows you to access your thermostat remotely from the web or your mobile device. With remote access, you can control your building’s temperature, adjust schedules, view energy savings, and power your system on or off.

Enabling Voice Assistants for GLAS

[Can I connect other voice assistants to GLAS?](#)

Yes. When using a connected Google Home Speaker, GLAS works with the Google Assistant allowing you to control functions such as temperature changes with your voice. In addition, GLAS works with Amazon Alexa allowing you to control your thermostat through an Alexa-enabled device such as Amazon Echo.

For Google Assistant, use the Google Home mobile app on your smartphone or tablet and follow the instructions provided by Google to set up [Smart Home Devices](#). From your home Wi-Fi, use your GLAS username and password to establish a connection between the Google Assistant and your GLAS smart thermostat.

For Amazon Alexa, you will need to use either the Alexa mobile app on your smartphone or tablet or visit echo.amazon.com on your web browser. From your home Wi-Fi, use your GLAS username and password and follow the steps provided by Amazon [here](#).

Note that voice assistants use the same name you gave your GLAS during setup and installation. This will help your voice assistant distinguish control of different GLAS devices in your home.

[What commands can I use for Amazon Alexa?](#)

GLAS will accept commands through Alexa that begin with the wake word, "Alexa," and one of the following commands:

- Set the thermostat to X degrees
- Increase thermostat by X degrees
- Decrease thermostat by X degrees
- Set thermostat to <heat, cool, auto, off >
- What's thermostat temperature?

[What commands can I use for Google Assistant?](#)

GLAS will accept commands through Google Assistant with the wake words, "Ok, Google," and one of the following commands:

- Set the thermostat to X degrees
- Increase thermostat by X degrees
- Decrease thermostat by X degrees
- Set thermostat to <heat, cool, auto, off >
- What's thermostat temperature?

Energy Savings

[How can I improve my energy savings?](#)

There are a few things you can do to improve your energy savings.

By creating schedules, activating occupancy detection, and selecting set points for home, away and sleep modes, you can ensure that the thermostat runs only when you need it.

To set your temperature preferences for home, away, and sleep, go to Settings -> Comfort -> Temp preferences.

To set schedules and events, swipe left from the home screen and select **Schedule**. Follow the prompts to set up your schedule.

To ensure occupancy detection is activated, go to Settings -> Comfort -> Schedule preferences.

Temperature Preferences

[What are home, away, and sleep temperature preferences and how do you set them?](#)

To set your temperature preferences for home, away, and sleep, go to Settings -> Comfort -> Temperature Preferences. From there you can select your desired heating and cooling temperature for each of the three modes.

Sleep mode is the temperature settings you select for your waking and sleeping hours. Your regular hours can be added to your GLAS thermostat so it will automatically adjust to your schedule and repeat daily.

Home and away are the temperature setpoints you select to maintain comfort while you're home and save energy while you're away.

[Why can't I have my cooling and heating set to the same temperature?](#)

GLAS operates by cycling your heating and cooling system on and off to keep your home near the temperature preferences. GLAS requires a minimum of 2 degrees Fahrenheit, or 1 degree Celsius, between your heating and cooling temperatures, to prevent the thermostat from needlessly switching between heating and cooling modes. If you set a cooling or heating temperature too close to the opposite one, GLAS will automatically adjust the other temperature to be 2 degrees Fahrenheit away from the temperature you just adjusted.

To save money on your energy bill, we recommend that you pick a wider range for your temperature preferences so that your GLAS does not have to operate your heating and cooling equipment as often.

[Can I select what unit of temperature to use on my GLAS device?](#)

Yes, GLAS can display temperature in Fahrenheit or Celsius. You can easily change it by navigating to Settings -> Comfort -> Temp display and adjusting the **Temperature unit** on your device.

[What is the temperature shown on the home screen of my device, and what happens if I change it?](#)

The temperatures shown on the home screen of your device and the GLAS mobile app are the temperatures that GLAS is currently controlling your home to. Typically, these are set to the Temperature Preference for the current state of Home, Away or Sleep.

At any time, you can manually change the temperature in your home from the home screen of your device, the GLAS mobile app, or with your voice assistant, if applicable. GLAS Will then automatically switch back to the preset temperature preferences when your home next switches between Home, Away and Sleep.

Heat Pumps

[What is a reversing valve, and how do I know what type I have?](#)

The compressor system on your heat pump can either heat or cool your home by switching the direction that the refrigerant flows in your system. The reversing valve controls whether the system operates in a heating or cooling mode.

Depending on the model of your heat pump, some switch into cooling mode when the reversing valve is powered, and others switch into heating mode when the reversing valve is powered. It is important to select this correctly, or your thermostat will heat when it means to cool, and cool when it means to heat.

Often, the wire color is used to indicate the type – blue for B-Type and orange for O-Type. However, this is not guaranteed to be the case. We strongly recommend using the equipment test feature during the initial setup, to verify that you have the correct reversing valve type selected. During the test, if you feel hot air when it should be cooling, or cool air when it should be heating, press **No** when asked if you feel the right air coming from the vents,

and then select **Yes** when prompted to reverse the reversing valve polarity. At that point, confirm that you now feel the correct air temperature coming from the vents.

[What does the “Auto” option for “Heat pump staging mode” do for my heat pump?](#)

When in **Auto** mode, GLAS will use the most efficient heating method to heat your home, but if it senses that your home is taking abnormally long to heat up, it may also engage the less efficient equipment to ensure your home reaches and stays at the desired temperature. This option is the default, and best for most users. GLAS will never needlessly use energy when set to this mode, but will ensure that your home is never uncomfortably cold.

[What does the “Auto Savings” option for “Heat pump staging mode” do for my heat pump?](#)

When in **Auto savings** mode, GLAS will operate similarly to the **Auto** mode, but strongly prefer using the most efficient heating method to heat your home. Only if it senses that your home is heating at an exceptionally low rate, and more than a few degrees away from the desired temperature, will the less efficient equipment also be engaged. When this option is selected, GLAS will ensure that the least energy is used, but your home may take longer to warm up.

[What does the “Manual” option for “Heat pump staging mode” do for my heat pump?](#)

When connected to Wi-Fi with a valid postal code entered, GLAS allows you to specify the outdoor temperatures above which auxiliary heat will never run, and below which auxiliary heat will be preferred as a more efficient method of heating. After setting your **Heat pump staging mode** to **Manual**, you'll be able to adjust the exact thresholds to match your equipment.

Fan


[Can I manually turn my fan on with GLAS?](#)

Yes, GLAS supports **Auto** and **On** modes for your fan. When in **Auto** mode, GLAS will automatically run your fan as necessary with heating, cooling, or as otherwise necessary. When in **On** mode, GLAS will continuously run your fan. After selecting **On**, you can optionally select a specific amount of time to run the fan for before going back to **Auto** mode.

[Can GLAS continuously run my fan when I'm home or sleeping?](#)

Yes, GLAS supports a feature called **Continuous fan when home**. When enabled, it will cause GLAS to operate the fan continuously when your device is in a Home or Sleep state. To configure this, navigate to Settings -> Comfort -> Air quality

Documents / Resources

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