



## Bsaic Non-Programmable Thermostat

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RTHL111B1001/U1

Owner's Manual [pdf]: [RTHL111 Series Non-Programmable Thermostat](#)

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### Why is my cooling not working?

Your primary cooling (1<sup>st</sup> stage) is controlled by the Y terminal on your thermostat. (Or the Y and O/B terminal if you have a heat pump system) In addition, the G terminal is activated to turn on the fan in your home to circulate the cooler air.

Confirm the furnace / air handler door is closed and turned on. Check the circuit breaker to your equipment.

Confirm the thermostat is set to Cool mode and the setpoint (the smaller number at the top of the thermostat display), is set to a temperature lower than the display temp (the larger number in the center of the display).

Confirm the message “Cool On” is solid (not blinking) on the thermostat display.

Confirm your wiring is correct, and the wires have good contact in the terminals (tug gently on the wires)

Check your jumper / R wire. Thermostats get power on the R and Rc terminals. If you have a wire in the R terminal, and no wire in the RC terminal, use the jumper selector switch, the jumper plug, or a small jumper wire to connect the R and Rc terminals. If you have a wire in the RC terminal, but no wire in the R terminal, move the wire from RC to the R terminal and use the jumper selector switch, the jumper plug, or a small jumper wire to connect the R and Rc terminals. If you have a wire in the R terminal, and another wire (not a jumper) in the RC terminal, you will not need to connect the R and RC terminals.

## **Why is my heating not working?**

Why is my heating not working? If your heating is not working, it's probably due to issues with the following:

- Air Flow
- Heating or Furnace System
- Thermostat Wiring
- Thermostat Screen
- Thermostat Functionality

To begin fixing your heating, continue to the Air Flow section.

Air Flow

Go to your vents

What best describes the air coming out of your vents?

- NO AIR – Continue to the Furnace or Heating System section.
- ROOM TEMPERATURE – Continue to the Thermostat Functionality section.
- WEAK HEAT (WARM) – Continue to the Fan section.
- COLD – Continue to the Thermostat Functionality section.

## **Furnace or Heating System**

Go to your home's circuit breaker

Make sure the breaker to the furnace is turned on

Go to your furnace or heating system

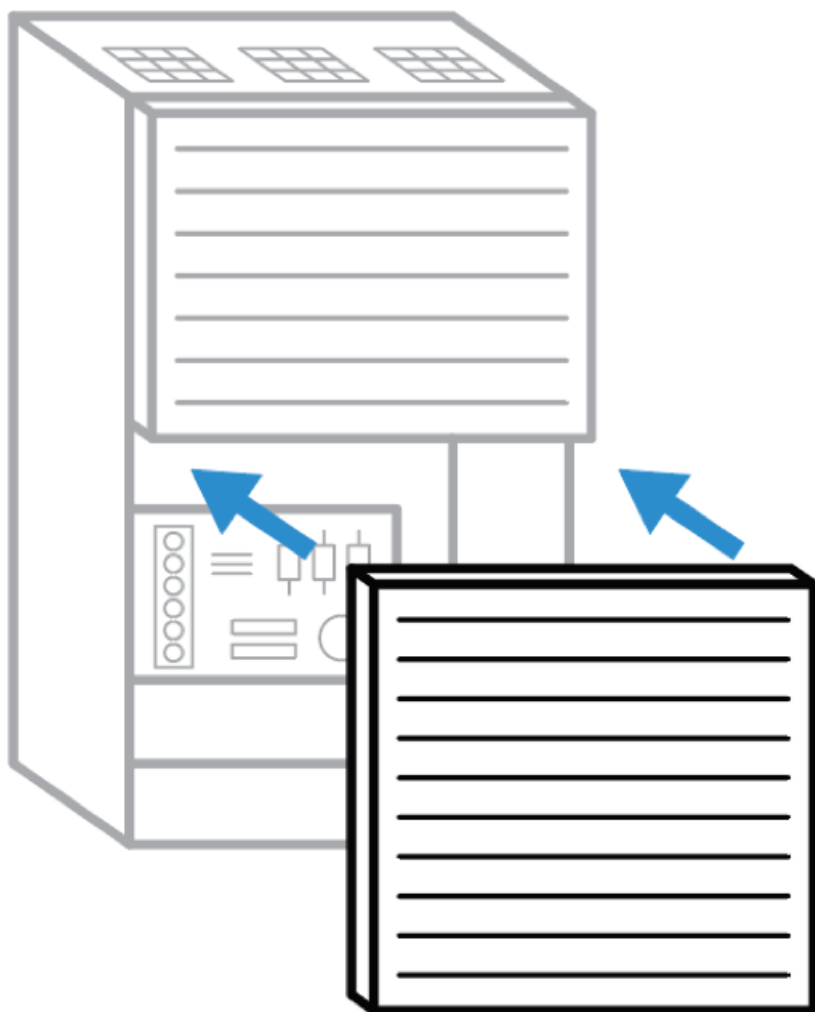
This system is often located in your basement, attic, or garage.

3. Make sure your furnace is turned on

There's usually a switch next to your furnace that turns it on or off. It sometimes looks like a light switch.

4. Make sure the furnace cover is closed.

Be sure the cover is completely closed. Some systems won't power up if the cover isn't fully closed.



5. Are there any error lights on the furnace?

Most furnaces have lights on them. When there's an error, this light will flash or blink rapidly. There's typically an error code reference guide inside the furnace cover.

- YES – Contact the manufacturer of your furnace, or contact Support at 1-855-733-5465 to find a pro-installer in your area.
- NO – Continue to the next step.

Go to your vents

6. Do you feel any air?

It doesn't have to be hot air.

- YES – Continue to the Thermostat Wiring section.
- NO – Contact Support at 1-855-733-5465 to find a pro-installer in your area.

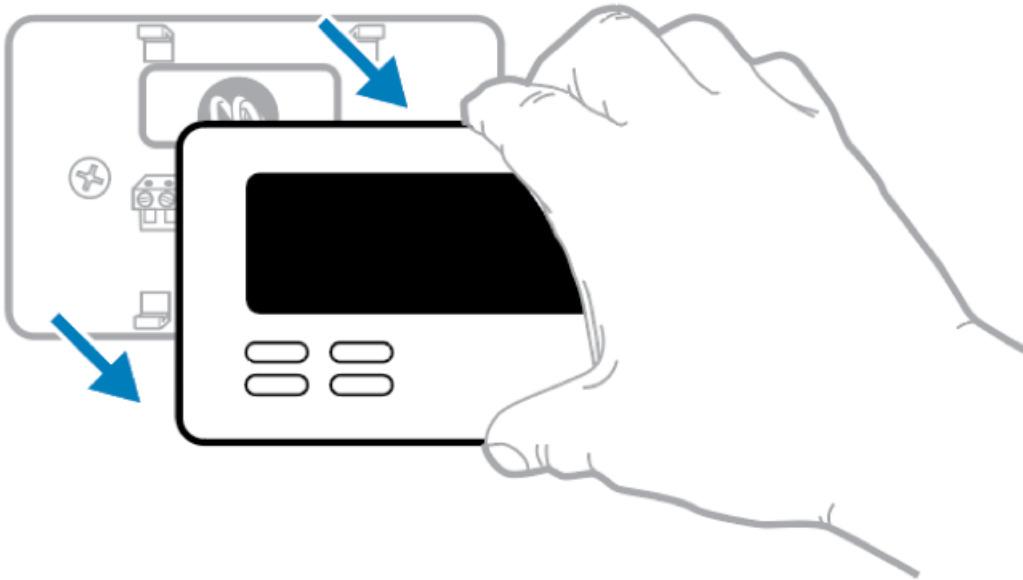
Thermostat Wiring

Go to your thermostat

7. Remove your existing thermostat from the wall plate

On most thermostats, you can take off the thermostat by grasping and gently pulling. Some thermostats may have screws, buttons, or clasps.

Note: Don't remove any wires from your thermostat at this time.



8. Do you have wires connected to any of the following terminals?

- W: Continue to the next step.
- O/B: Continue to the next step.
- W-O/B: Continue to the next step.
- W & O/B: Disconnect the wire connected to W and insert it into W2. Leave O/B alone. Continue to the next step.

Go to your vents

9. Is your heating working now?

- YES – Congratulations! You've fixed your heating! You are now complete.
- NO – My heating isn't working, but I'm still feeling air flow. Continue to the Thermostat Screen section.

Thermostat Screen

Go to your thermostat

10. Does the thermostat show any of the following icons or messages?

- “Heat”
- “Heat On”
- Fire Icon
- Sun Icon
- YES – Continue to the next step.
- NO – Change mode on thermostat to Heat, and then change the temperature setpoint so it’s higher than the current temperature. Afterwards, continue to the next step. \*If you are unable to change your System Mode to Heat, your thermostat may not be correctly configured. Locate the Installer guide for your model and verify your settings are correct for your System Type and Heat Stages.\*

11. Check the thermostat screen again: are the icons or messages present?

- YES – Continue to next step.
- NO – Contact Support at 1-855-733-5465 to find a pro-installer in your area.

12. Are the icons or messages flashing?

- YES – If the icons or messages are flashing, this means your compressor protection is on. Wait for 5 minutes until the icons or messages stop flashing, and then continue to the next step. If after 5 minutes, the flashing doesn’t stop, contact Support at 1-855-733-5465 to find a pro-installer in your area.
- NO – If the icons or messages aren’t flashing, this means your heat should be working. Continue to the next step.

Go to your vents

13. Is your heating working now?

- YES – Congratulations! You’ve fixed your heating! You are now complete.
- NO – Contact Support at 1-855-733-5465 to find a pro-installer in your area.

Thermostat Functionality

Go to your thermostat

14. Switch your thermostat from Heating to Cooling.

Go to your vents

15. What temperature do you feel blowing from the vent?

- COLD – This means your thermostat is cooling correctly, but the heating isn’t working properly. Contact Support at 1-855-733-5465 to find a pro-installer in your area.
- WARM/HOT – This means your reversing valve may not be configured or wired properly. Continue to

the Thermostat Wiring section.

## Fan

Go to your thermostat

16. Turn your fan mode on.

Go to your vents

17. Is your heat working at full force (not weak)?

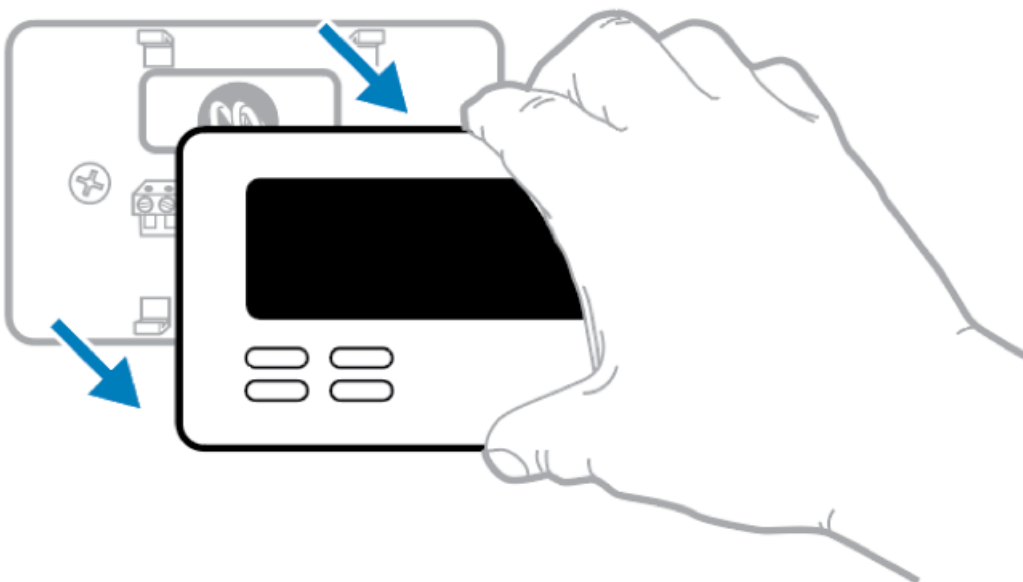
- YES – There's nothing wrong with your system, but it's not correctly configured. Contact Support at 1-855-733-5465 to find a pro-installer in your area.
- NO – Continue to the next step.

Go to your thermostat

18. Remove your existing thermostat from the wall plate

On most thermostats, you can take off the thermostat by grasping and gently pulling. Some thermostats may have screws, buttons, or clasps.

Note: Don't remove any wires from your thermostat at this time.



19. Do you have a wire connected to the G-Terminal?

- YES – Since you have a G-Wire, but your fan isn't working properly, your system may need servicing. Contact Support at 1-855-733-5465 to find a pro-installer in your area.
- NO – You require a G-Wire to run your fan. Contact Support at 1-855-733-5465 to find a pro-installer in your area.

## Specifications

### Basic Non-programmable Thermostat

Thermostat Type	Low Voltage, Non programmable
Color	White
Program Modes	Manual / Not Programmed
Utility Rewards	No
Display Type	LCD Screen
Warranty	1 Year
Control Functions	Heating, Cooling

## Downloads

Owner's Manual [pdf]: [RTHL111 Series Non-Programmable Thermostat](#)