

**MRCOOL MST04 Smart Thermostat**



# MRCOOL MST04 Smart Thermostat Owner's Manual

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## MRCOOL MST04 Smart Thermostat



## Product Information

### Specifications:

- **Model:** MST04
- **Power Requirement:** 24V AC
- **Compatibility:** Does not work with line (high) voltage or millivolt systems

## Product Usage Instructions

### Installation Preparations:

Step 1: Power off the system using either the Master Switch or Circuit Breaker.

Step 2: Ensure the system is completely switched off by checking for no air coming out of the vents and ensuring the main flame is extinguished for boilers.

### Removing Old Thermostat:

- **Step 3:** Remove the currently installed thermostat.
- **Step 4:** Check for specific indicators on the old thermostat's backplate. Contact support if needed.

### Unit Installation & Wiring:

- **Step 5:** Take a photo of the old thermostat wiring using a smartphone.
- **Step 6:** Disconnect old thermostat wires one by one and mark them with included wire labels.
- **Step 7:** Optionally use the provided wall plate to hide any marks or holes left by the old thermostat.

- **Step 8:** Insert labeled wires through the hole in the backplate and screw it in using provided anchors and screws.
- **Step 9:** Insert R, RC, or RH wires accordingly into the terminals.
- **Step 10:** Insert remaining wires into corresponding terminals, pressing terminal block buttons for ease of insertion.

#### **FAQ:**

- **Q: What tools are needed for installation?**

A: The tools needed include a screwdriver, a smartphone for taking photos, and provided mounting screws and drywall anchors.

- **Q: What should I do if I have more than one R-Wire?**

A: If you have more than one R-Wire (including R, RC, and RH), insert your single R, RC, or RH wire into the RC terminal and insert the remaining wires into their corresponding terminals.

#### **GETTING HELP**

No long queues, no bots, no delays.

We answer 98% of all calls in less than 2 minutes and guarantee that you will talk to a REAL person.

For any queries, please visit our website: [mrcool.com/contact](https://mrcool.com/contact)

or

**Call us at:** [425-529-5775](tel:425-529-5775)

Monday-Friday







9:00am-9:00pm ET

Read this manual carefully before installation and keep it where the operator can easily find it for future reference. Due to updates and constantly improving performance, the information and instructions within this manual are subject to change without notice.

**Version Date:** 05/30/24

Please visit [www.mrcool.com/documentation](https://www.mrcool.com/documentation) to ensure you have the latest version of this manual.

#### **Packing List & Needed Tools**

PART	LOOKS LIKE	QUANTITY
<b>Smart Thermostat</b>		<b>1</b>
<b>User Manual &amp; Wire Labels</b>		<b>1</b>
<b>Thermostat Backplate</b>		<b>1</b>
<b>Thermostat Wall Plate</b>		<b>1</b>
<b>Mounting Screws</b>		<b>2</b>
<b>Drywall Anchors</b>		<b>2</b>

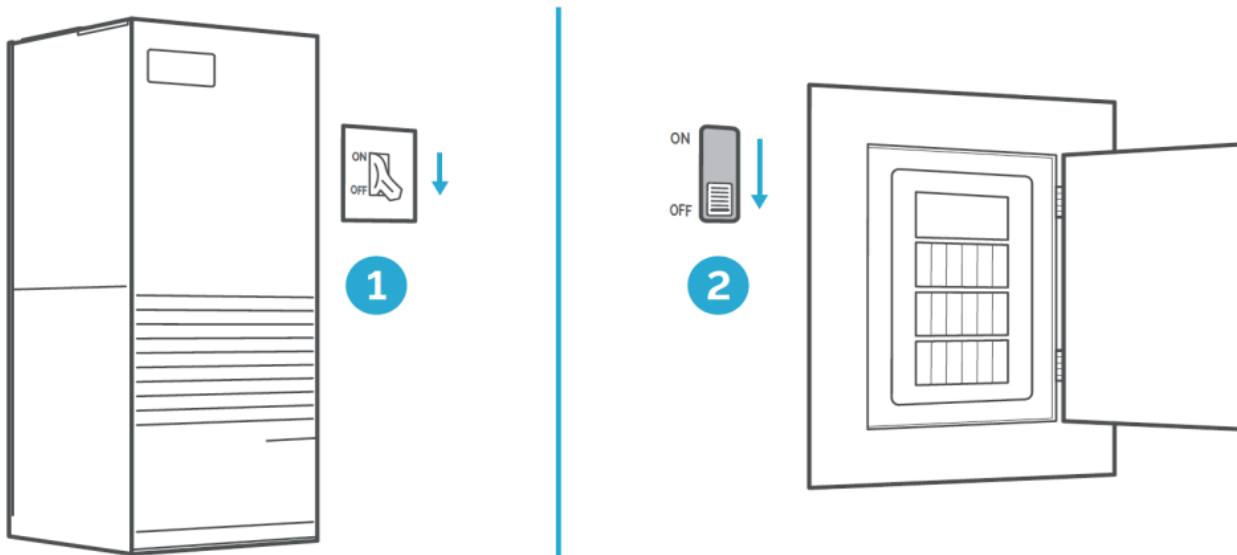
#### Tools Needed:

- Drill with 3/16" Drill Bit (for mounting anchors)
- Phillips Screwdriver
- Wire Stripper (Optional)
- Hammer (Optional)
- Pencil (Optional)

#### Installation

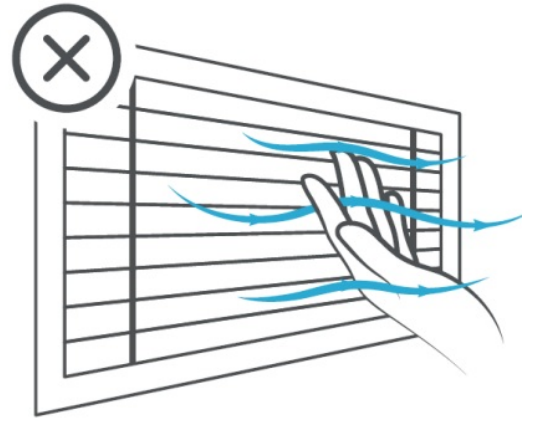
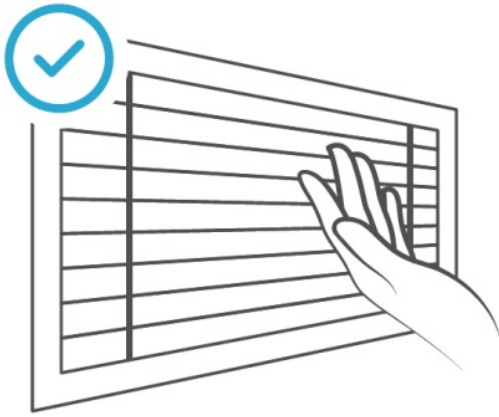
##### Installation Preparations

- **Step 1:** Power off the system using the:
  1. Master Switch
 OR
  2. Circuit Breaker



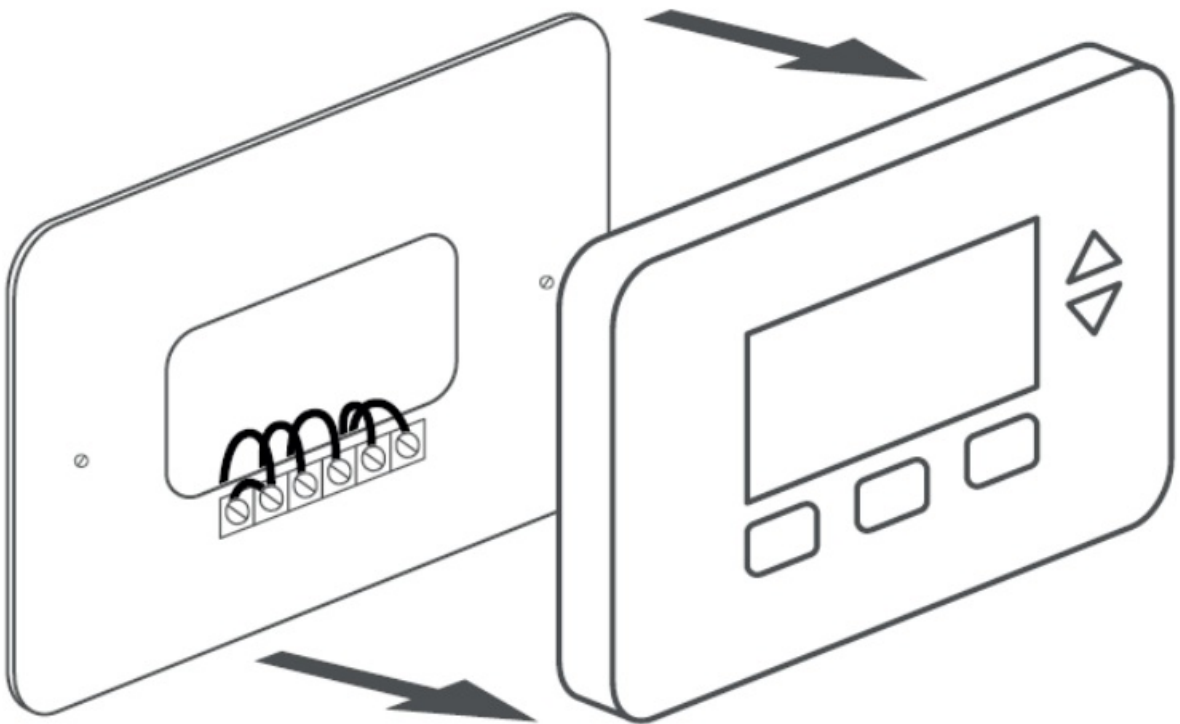
- **Step 2:** Ensure system is completely switched off. Double-check that:

1. No air is coming out of the air vents.

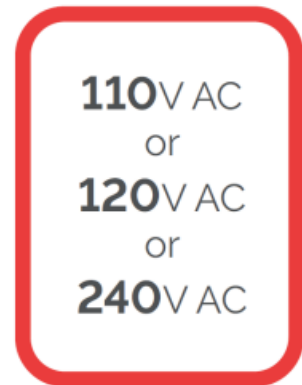
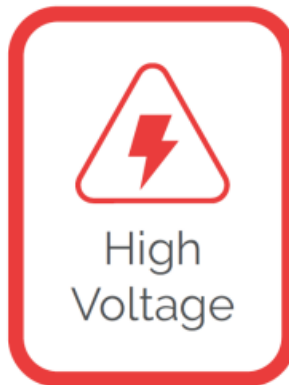
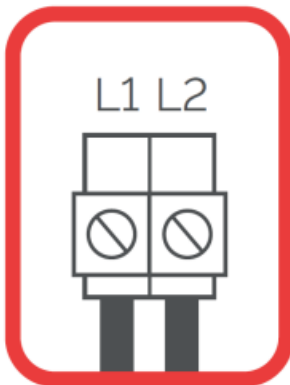


2. Main flame is extinguished in the case of a boiler.

- **Step 3:** Remove currently installed thermostat.



- **Step 4:** Look closely for any of the following indicators on your old thermostat's backplate:



If you find any of the above indicators, contact support for assistance. (See page 1 for contact details.)

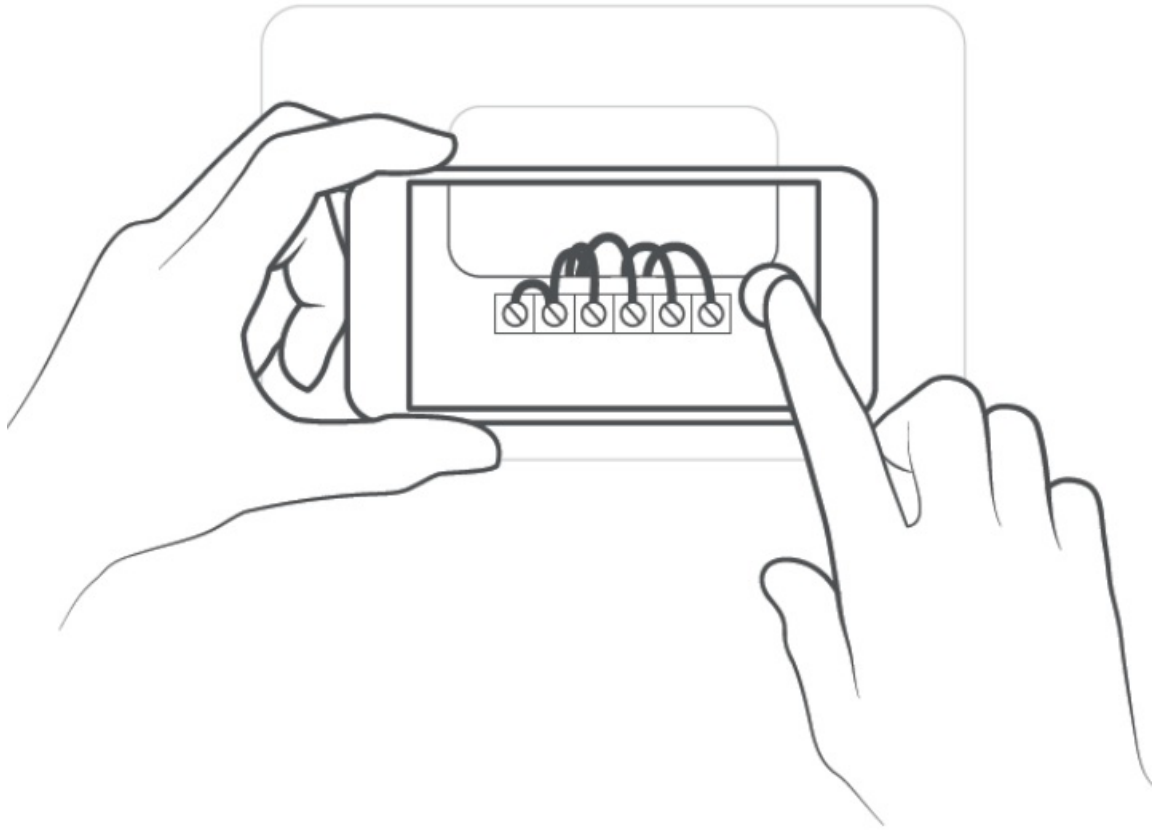
If none of these indicators are present, continue to the next installation step.

#### **WARNINGS FOR PRODUCT INSTALLATION**

The MRCOOL Smart Thermostat only works with 24V AC. It does not work with line (high) voltage or millivolt

systems.

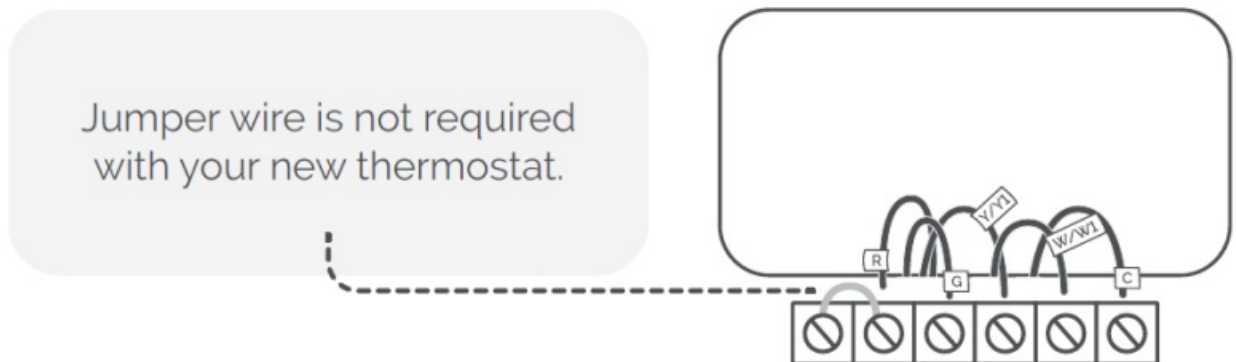
- **Step 5:** Using a smartphone, take a photo of the old thermostat wiring.



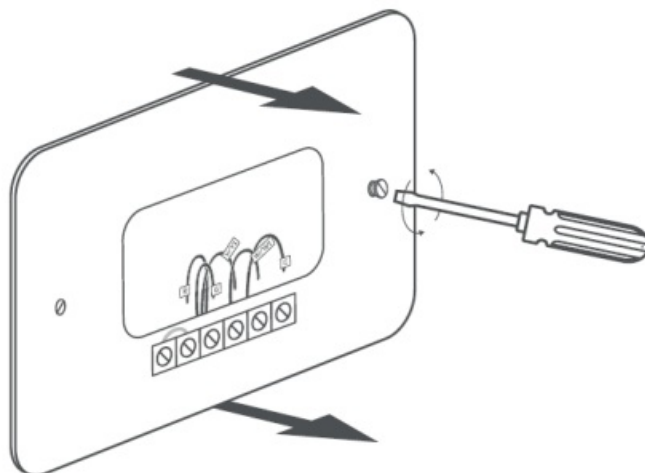
### Unit Installation & Wiring

- **Step 6:**

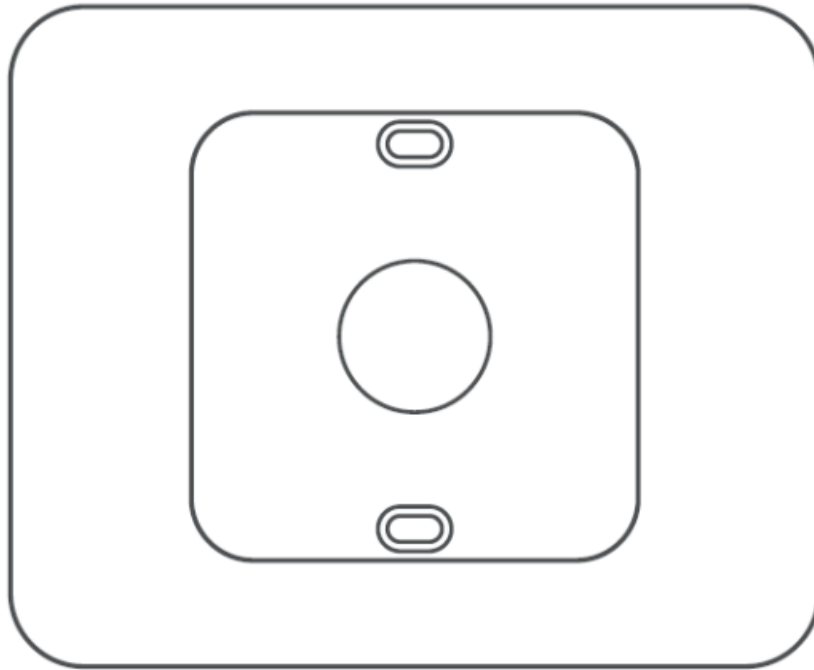
1. Disconnect the old thermostat wires one by one and mark them using the included wire labels.



2. Remove the mounting plate of the old thermostat.

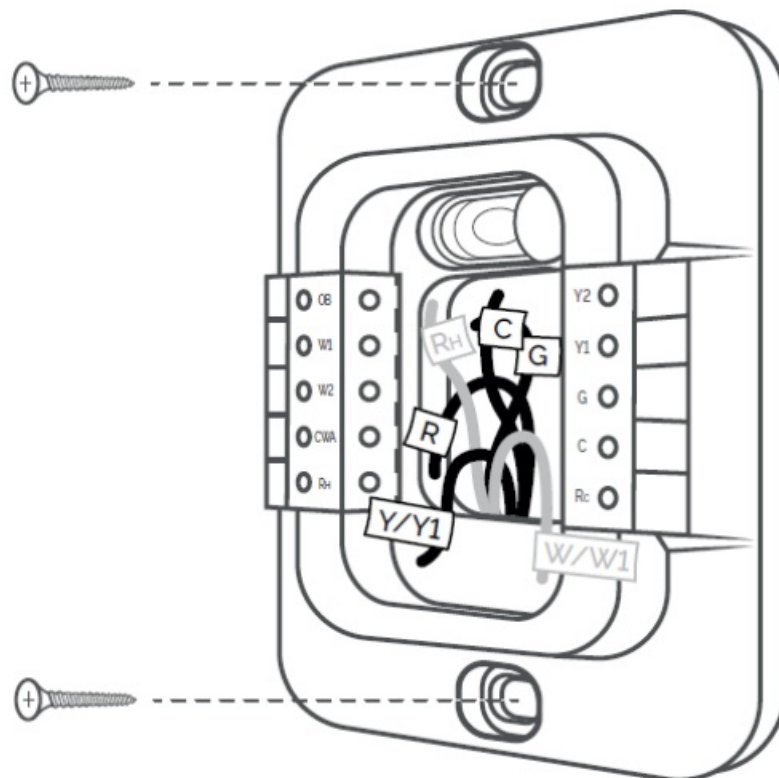


- **Step 7:** Optional-You may use the provided wall plate to hide any marks or holes on the wall left by the old thermostat installation.

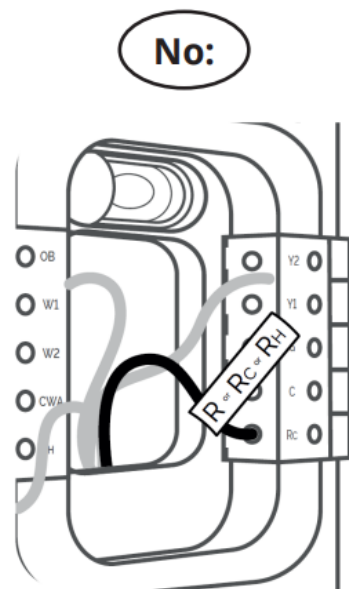
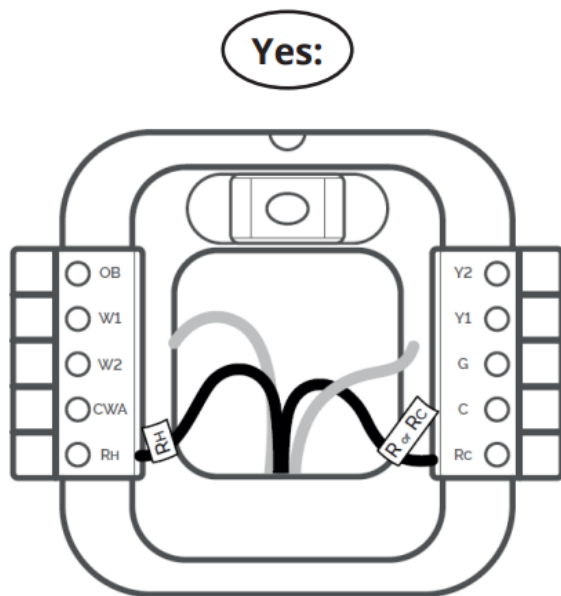


- **Step 8:**

1. Take out the labeled wires through the hole in the middle of the MRCOOL Smart Thermostat backplate.
2. Screw in the backplate using the provided pair of drywall anchors and screws.



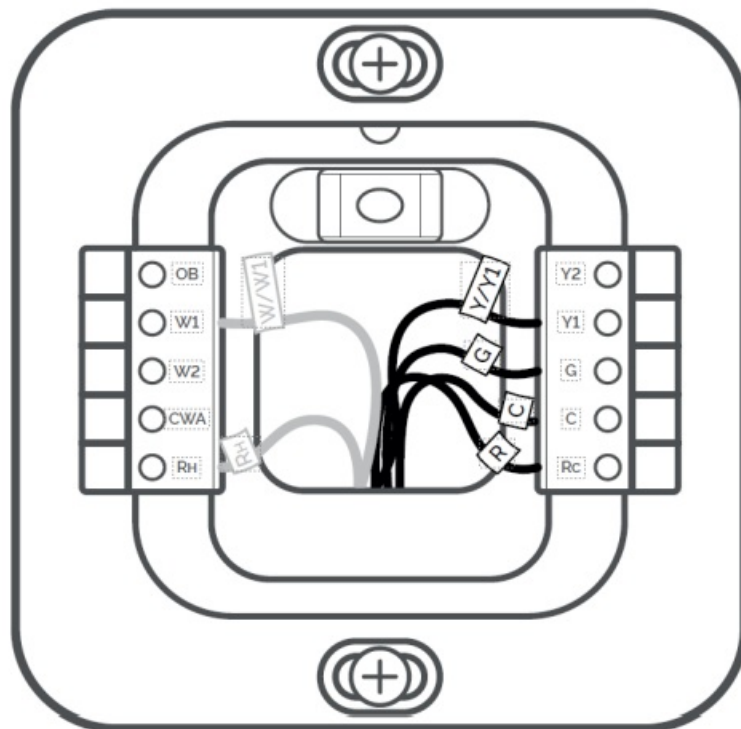
- **Step 9:** Do you have more than one R-Wire? (That includes R, RC, and RH)



Insert your wires:  
**R<sub>H</sub> → R<sub>H</sub>**      **R or R<sub>c</sub> → R<sub>c</sub>**

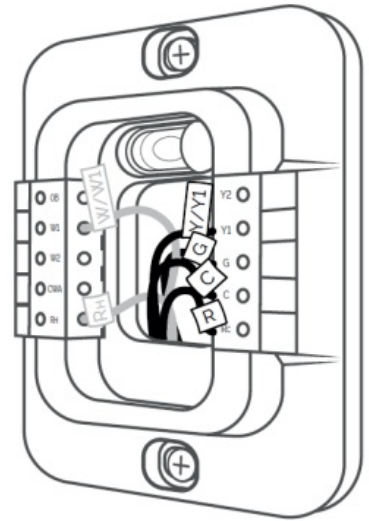
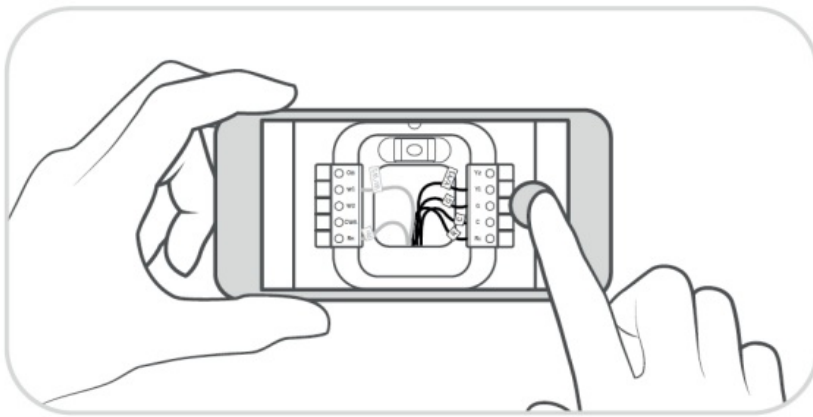
Insert your single **R**, **R<sub>c</sub>**, or **R<sub>H</sub>** wire  
 into the R<sub>c</sub> terminal.

- **Step 10:** Insert the remaining wires into their corresponding terminals from the side. (Press terminal block buttons for ease of insertion.)



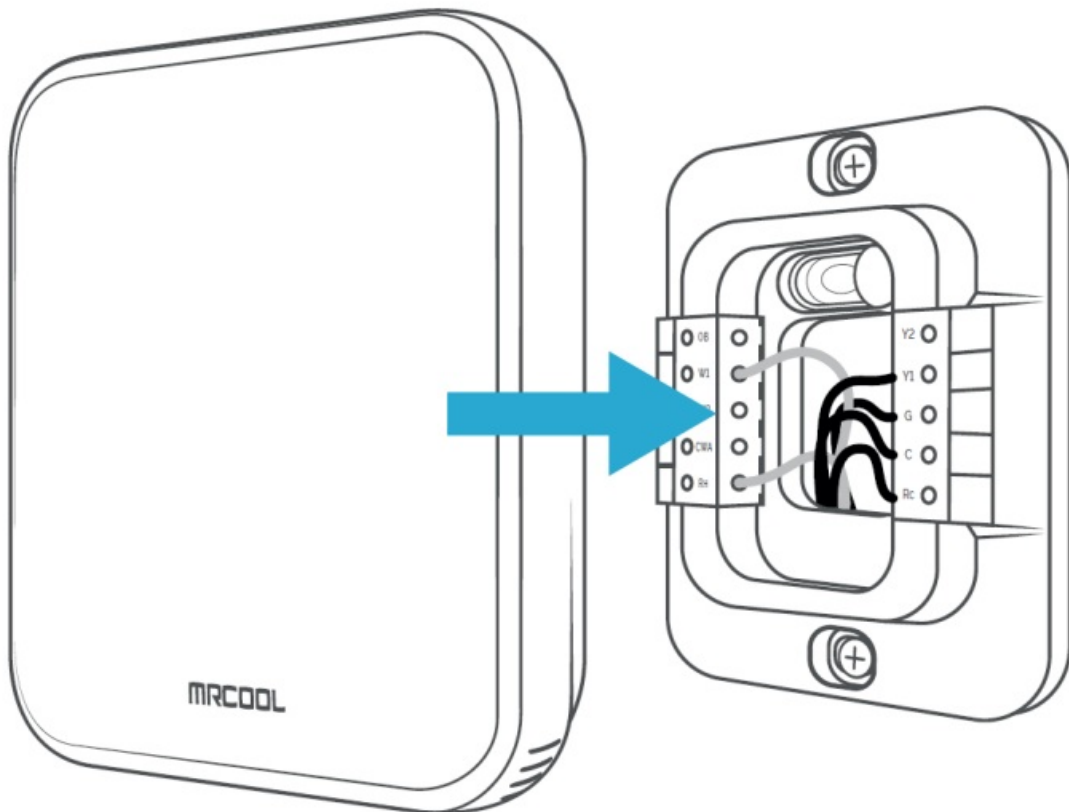
- **Step 11:** Gently push the excess wires back into the wall hole to ensure that no drafts are coming from it.





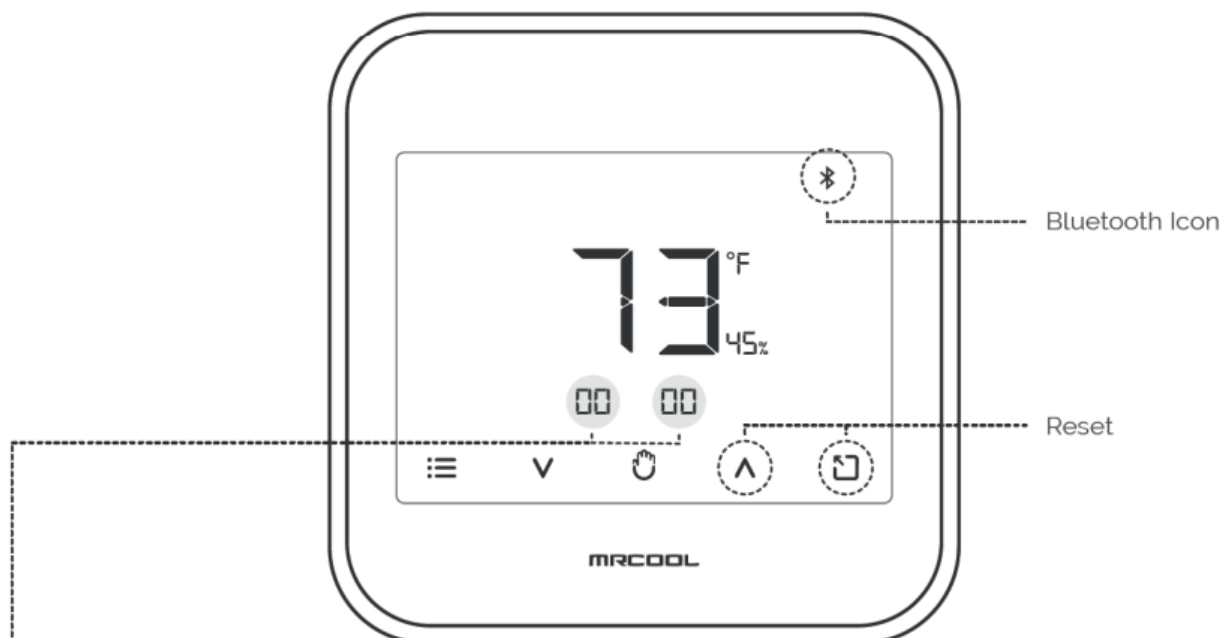
Take a photo of the backplate.  
**You may need it at the time of  
 registration.**

- **Step 12:** Align the MRCOOL Smart Thermostat with the backplate and press gently to attach it properly.



## App Installaition & Registration

**Prior to Registration:**



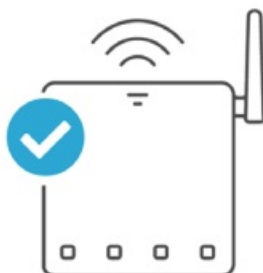
First, check that the **thermostat set points are 00**. If not, press and hold the **Temperature Up** and **Presets** buttons simultaneously until all the buttons vanish. The **Bluetooth** icon will start blinking, and you can begin the registration process.

#### Prior to App Installation:

- Make sure your smartphone's Bluetooth is turned on.
- Make sure your smartphone's Wi-Fi is turned on.
- Make sure your smartphone has internet access.



- Make sure you have a working internet connection on your Wi-Fi router.
- Make sure there is no proxy server or authentication server configured on your internet connection.



- Make sure there is no captive portal on your Wi-Fi router.

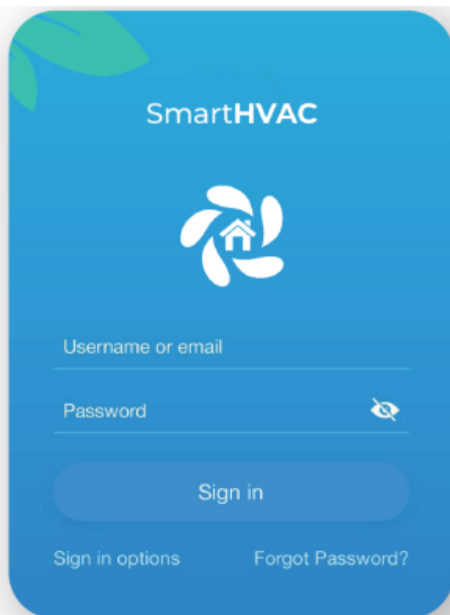
**Important:** Make sure IP isolation or client isolation is turned off on your Wi-Fi router.

#### Installing & Registering the App:

- **iOS / Android**

Install the “MRCOOL Smart HVAC” app from the Apple App Store or Google Play Store. Search for the Smart HVAC app or scan the QR code provided below.

Log in to the app if you already have an account. If not, create one using the sign-up option.



- **Note for iOS Users:**

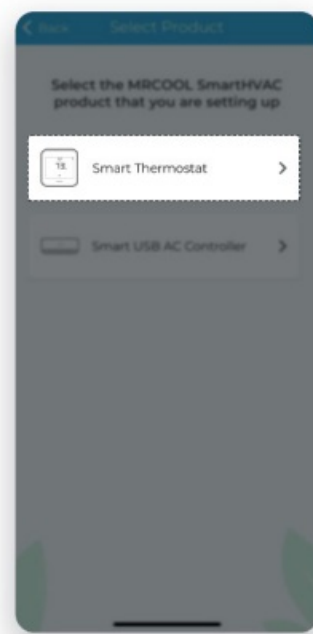
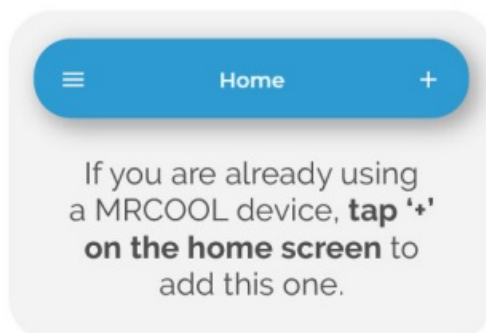
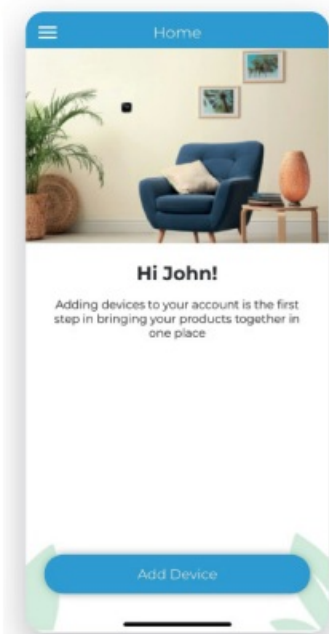
- For iOS 13.0 and above, location permission is required to complete the registration process. You may disable it later.

- **Note for Android Users:**

- For Android OS 8.1 and above, location permission is required to complete the registration process. You may disable it later.

- **Device Registration: iOS / Android**

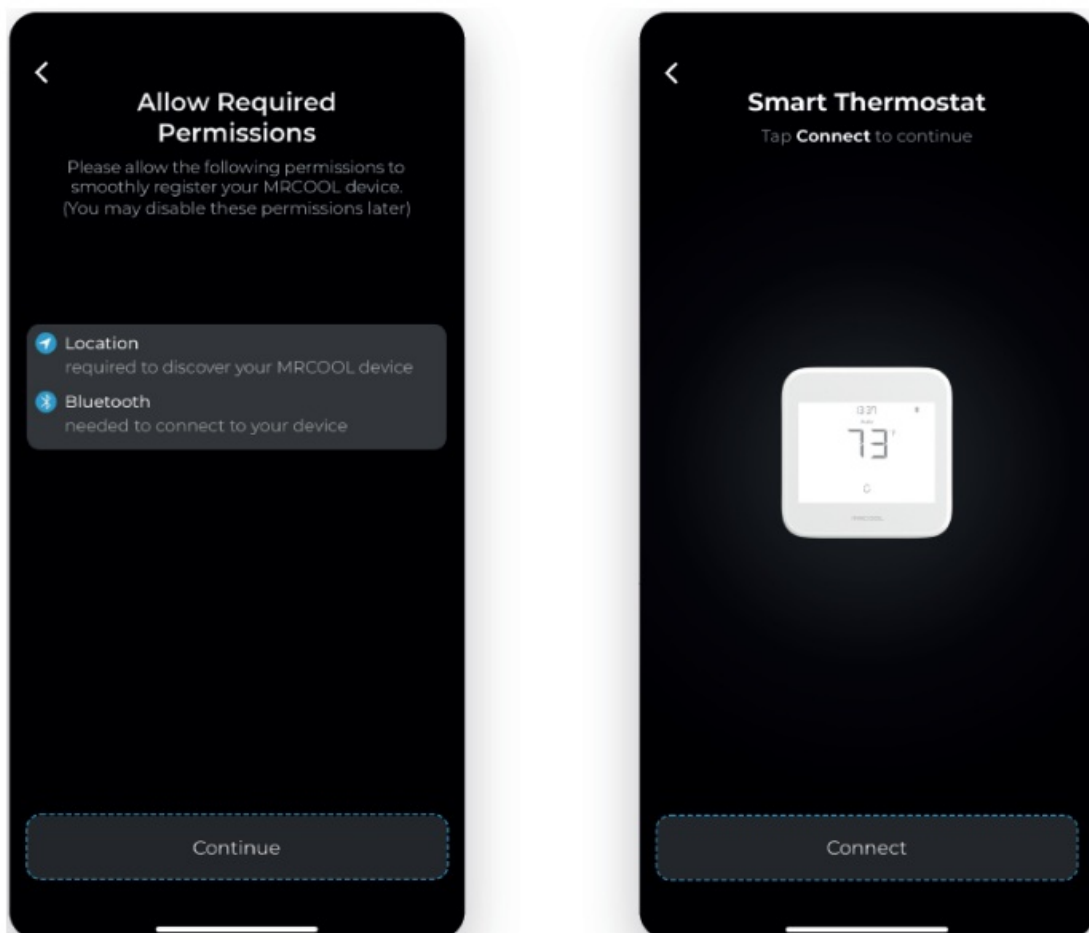
Open the MRCOOL Smart HVAC app, tap “Add Device” on the home screen, and select “Smart Thermostat” from the list of devices.



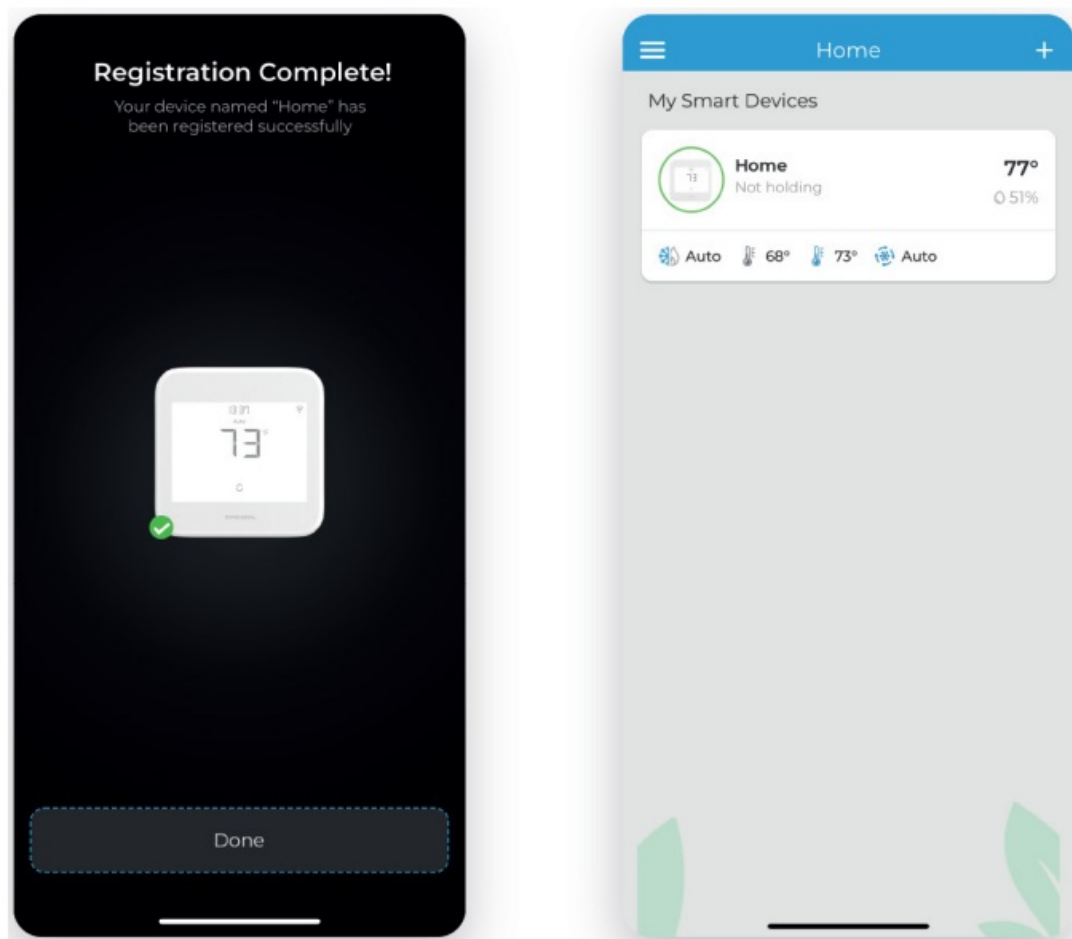
Tap “Continue” to start the registration process.



Give necessary permissions and tap “Continue”. Your thermostat will appear on the screen.



Follow the on-screen instructions to link your Smart Thermostat with the Smart HVAC app.



After the registration process is complete, tap “Done”, and your Smart Thermostat will appear on the Home Screen.

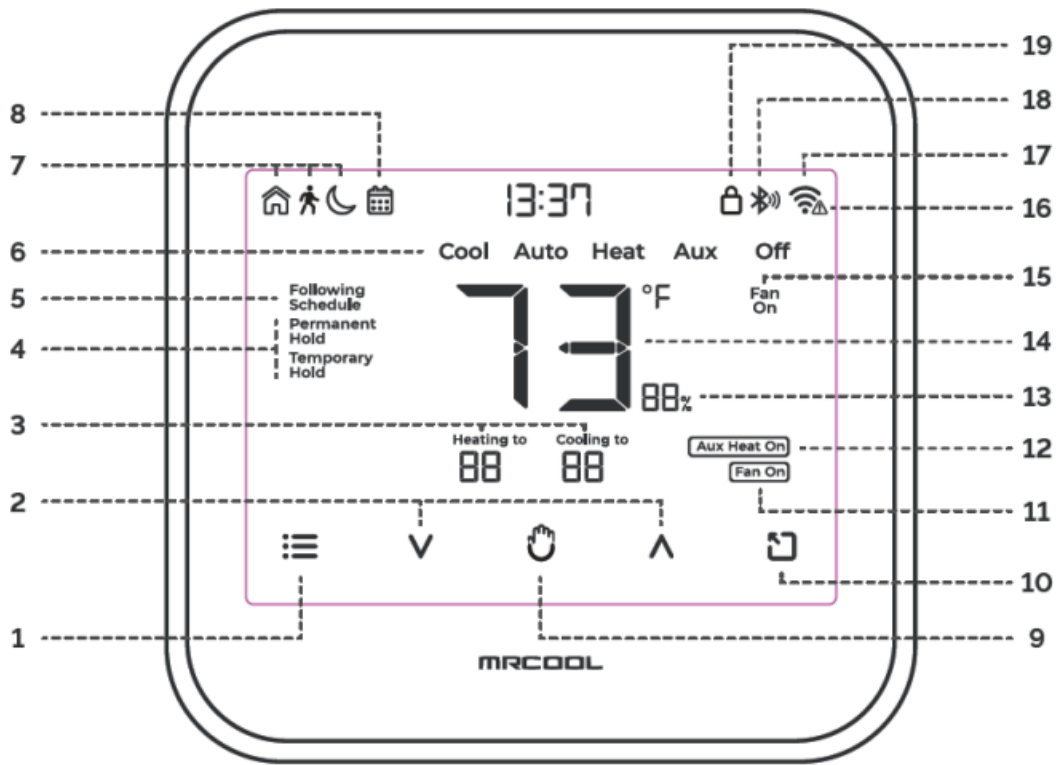
## Unit Overview

## App Functionalities

Smart HVAC App Controls:



Device Display



1. Menu Button
2. Temperature Up & Down Buttons
3. Set Point Temperatures
4. Hold Status
5. Following Schedule Indicator
6. Modes
7. Active Preset Indicator
8. Schedule Set Indicator
9. Wake Up/Hold Settings Button
10. Presets Button
11. Fan Running Indicator
12. Auxiliary Heat Indicator
13. Indoor Humidity
14. Indoor Temperature
15. Fan Settings
16. No Internet Access
17. Wi-Fi Indicator
18. Bluetooth Indicator
19. Screen Lock/Unlock Indicator

## Device Controls

### • On-Device Controls:

#### ◦ **Changing the Mode of your HVAC System:**

Touch the menu button once. The modes will start blinking. Use the up or down button to select the mode (i.e., Cool, Heat, etc.).

#### ◦ **Changing the Fan Settings:**

Touch the menu button twice. The fan settings icon will start blinking. Use the up or down button to change the fan settings (i.e., On, Auto).

#### ◦ **Locking/Unlocking the Display Interface:**

Touch and hold the Temperature Up and Down buttons simultaneously until the lock icon on the top right of the screen turns solid or disappears.

#### ◦ **Resetting the Wi-Fi of Smart Thermostat:**

Touch and hold the Temperature Up and Hold Settings buttons simultaneously until the Wi-Fi icon disappears, and the Bluetooth icon starts blinking.

#### ◦ **Wi-Fi Icon:**

- **Case 1:** Stable Wi-Fi Icon – Device is connected to the internet, showing Wi-Fi strength.
- **Case 2:** Wi-Fi Icon with small triangle – Device is connected to the router but has no internet access. Ensure you have a working internet connection and restart the device.

#### ◦ **Bluetooth Icon:**

Blinking Bluetooth icon – Device is in broadcast (AP) mode. Please complete the registration process.

## Warranty & License Agreement

1. MRCOOL warrants to the owner of the enclosed MRCOOL Smart Thermostat contained in this ("Product") will be free from defects in materials and workmanship for a period of three (3) years from the date of delivery, following the original retail purchase (the "Warranty Period").
2. If the Product fails to conform to this Limited Warranty during the Warranty Period, MRCOOL. will, at its sole discretion, either repair or replace any defective Product or component.
3. Repair or replacement may be made with a new or refurbished product or components, at MRCOOL.'s sole discretion.
4. If the Product or a component incorporated within it is no longer available, MRCOOL. may replace the Product with a similar product of similar function, at MRCOOL's sole discretion.
5. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of ninety (90) days from the date of delivery or the remaining Warranty Period. This Limited Warranty is non-transferable from the original purchaser to subsequent owners and the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

**6. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY**

Before being able to claim under this Limited Warranty, the owner of the Product must (a) notify MRCOOL. of the intention to claim by visiting our website during the Warranty Period and providing a description of the alleged failure, and (b) comply with MRCOOL's return shipping instructions.

**7. WHAT THIS LIMITED WARRANTY DOES NOT COVER**

This warranty does not cover the following (collectively "Ineligible Products"): Products marked as "sample" or sold "AS IS"; or Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with the User's Guide or other instructions provided by MRCOOL; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including lightning, flood, tornado, earthquake, or hurricane. This warranty does not cover consumable parts, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Unauthorized use of the Product or software can impair the Product 's performance and may invalidate this Limited Warranty.

**8. DISCLAIMER OF WARRANTIES**

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MRCOOL. DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. MRCOOL. ALSO LIMITS THE DURATION OF ANY IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

**9. LIMITATION OF DAMAGES**

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL MRCOOL. BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND MRCOOL'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE ORIGINAL PRICE OF THE PRODUCT.

**10. LIMITATION OF LIABILITY**

MRCOOL ONLINE SERVICES ("SERVICES") PROVIDE YOU INFORMATION ("PRODUCT INFORMATION")



REGARDING YOUR MRCOOL'S PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS ("PRODUCT PERIPHERALS"). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE. ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, "AS IS", AND 'AS AVAILABLE". MRCOOL. DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE SAFETY IN YOUR HOME. YOU USE ALL PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT SOIROAT SCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR, AND MRCOOL. DISCLAIMS ANY ASSOCIATED DAMAGES, INCLUDING TO YOUR WIRING, FIXTURES, ELECTRICITY, HOME, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS AND PETS IN YOUR HOME, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES OR PRODUCT. PRODUCT INFORMATION PROVIDED IS NOT INTENDED AS A SUBSTITUTE FOR DIRECT MEANS OF OBTAINING THE INFORMATION. IN ADDITION TO THE ABOVE, IN NO EVENT WILL MRCOOL BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, ACCIDENTAL, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES RISING DUE TO THE USAGE OF PRODUCT OR PRODUCT PERIPHERALS.

#### 11. **VARIATIONS THAT MIGHT APPLY TO THIS LIMITED WARRANTY**

Some jurisdictions do not allow limitations on how long an implied warranty lasts or exclusions/limitations on incidental or consequential damages, so some of the limitations set out above may not apply to you.

#### **Troubleshooting**

If your MRCOOL Smart Thermostat doesn't turn on, try these steps:

1. Check the backplate wire connections and ensure they are inserted properly into the terminals.
2. In the case of one R-Wire, make sure it is inserted into the RC terminal.

R or RC or RH → RC

In the case of more than one R-Wire, make sure RH is inserted into the RH terminal and RC or R is inserted into the RC terminal.


**Need Help?** Give us a call at [425-529-5775](tel:425-529-5775) or visit [mrcool.com/contact](https://mrcool.com/contact)

[mrcool.com](https://mrcool.com)

Smart Thermostat

The design and specifications of this product and/or manual are subject to change without prior notice. Consult with the sales agency or manufacturer for details.

#### **Documents / Resources**

	<p><a href="#">MRCOOL MST04 Smart Thermostat</a> [pdf] Owner's Manual MST04 Smart Thermostat, Smart Thermostat, Thermostat</p>
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#### **References**

- [User Manual](#)

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