



## Frequently Asked Questions

### General

#### WHAT IS THE AVERAGE HOME TEMPERATURE FOR HEATING?

21 °C / 70 °F

#### WHAT IS THE AVERAGE HOME TEMPERATURE FOR COOLING?

25 °C / 78 °F

#### HOW OFTEN SHOULD I CHANGE MY FILTER?

It depends on the type of filter you have and how much infiltration you have throughout your home and ductwork.

- Less expensive, disposable filters must be replaced every 30 days.
- *Pleated* or *Poly* filters must typically be replaced every 90 days.
- *Media* filters or *CleanEffects* filters usually must be replaced every year.

We offer free advice on filters, so give us a call at any time to ask questions!

#### HOW DO I GET MORE COLD/HOT AIR TO THE UPSTAIRS ROOM?

Some homes have automatic dampers that allow you to shut off airflow to unoccupied or unused rooms, which limits the flow of heated or cooled air to the areas that really need it. The airflow changes the temperature in the occupied areas faster than conventional air ducts, providing shorter run times for your heating and/or cooling systems, allowing you to use less energy and save money.

#### WHEN SHOULD I CLEAN MY DUCTS?

It is best to periodically schedule duct cleaning regardless of whether it appears necessary. This cleaning should be completed at least once every three to five years, according to the National Air Duct Cleaners Association. Some professionals recommend that you schedule cleaning every two years, or even more often. The ideal frequency depends on various factors, from your geographic region to your respiratory health.

#### SHOULD I HAVE MY FURNACE AND AIR CONDITIONER SERVICED EVERY YEAR?

Yes. Regular system maintenance will lower energy and repair costs, prevent breakdowns, and prolong the life of your equipment. Neglecting necessary maintenance may lead to a decline in air conditioning performance, not to mention increased energy use.

Your heating and cooling system is just like your car and requires regular maintenance. Our service agreement is priced at break-even cost, so all our clients can afford to maintain their systems! It includes many additional services (over \$600 in value) for free! Servicing your system makes it last longer, reducing your energy costs and increasing comfort.

#### AT WHAT TEMPERATURE SHOULD I SET MY THERMOSTAT?

The answer to this question depends on you and your individual preferences. Most people keep their thermostat between 74°F and 78°F in the summer and between 68°F and 72°F in the winter. The higher temperature settings will allow the system to use less energy. If your goal is to keep your bills down, you should keep the thermostat closer to 78°F in the summer and 68°F in the winter.

Not everyone is comfortable at the same temperature. If your system includes dehumidification control, you can usually set it at a higher temperature because it removes more moisture than a traditional system. In addition to the thermostat, the extent to which your home is “tight” or “leaky” will affect how much cool or hot air escapes your home instead of staying in the living space.

#### HOW DO ROOM SENSORS WORK?

Room sensors pair with your thermostat to read temperature and occupancy. You can monitor the temperature of different rooms in your house and the motion sensor can tell when anyone enters that room.

### Ecobee

#### HOW DO I USE MY WI-FI APP?

The ecobee3 thermostat can use Wi-Fi and can be connected to an App on your smart phone (available in the Google Play or Apple Store), as well as to pull weather data to control itself more effectively.

Using the Wi-Fi app, while it does allow more savings to be OPTIONAL, your thermostat will work properly whether you use this option or not. Should your internet ever go down you will not have to worry about your thermostat turning off.

Please see the link to the official Ecobee User Guide for help in setting up Wi-Fi.

<https://support.ecobee.com/hc/en-us/articles/227878927-ecobee3-Thermostat-User-Guide>

#### HOW DO I CHANGE TEMP FROM °C to °F?

You can configure the ecobee3 to display the temperature values in Fahrenheit (°F) or Celsius (°C).

1. Select Main Menu > Settings > Preferences
2. Select Temperature display.
3. Touch °F or °C.

#### DOES MY THERMOSTAT HAVE REMINDER ALERTS?

You can have peace of mind about remembering filter changes, furnace maintenance, or servicing your system because your ecobee has you covered! When an alert is generated, it will appear on the screen of your ecobee and you'll also receive an email notification.

**Reminders** let you know if you need to service your heating and cooling system and when to perform periodic maintenance.

**Alerts** let you know if your heating and cooling equipment isn't performing as it should.

To view your Reminders and Alerts on your thermostat or mobile app, select **Reminders & Alerts from the Main Menu**. On the web portal, select the **Reminders & Alerts tile**.

#### IN CASE OF POWER OUTAGE IS THERE A BATTERY BACKUP FOR DISPLAY?

The ecobee3 thermostat has an internal battery that is used to maintain date and time in the event of a power outage.

### Nest

#### HOW DO I USE MY WI-FI APP?

Your new thermostat is a smart thermostat, which means it can connect to the internet and can be controlled by a smart phone using the Nest App (available from the Apple Store or Google Play).

The use of the Wi-Fi is OPTIONAL, the thermostat will run the same way if that option is not selected.

There are many different systems out there, so we recommend going to the following website for a step-by-step guide to set the thermostat up to Wi-Fi as well as connecting it to the App: <https://nest.com/ca/support/article/Controlling-your-Nest-Learning-Thermostat-from-the-Nest-app-or-the-Web>

#### HOW DO I CHANGE TEMP FROM °C to °F?

You can configure the NestE to display the temperature values in Fahrenheit (°F) or Celsius (°C).

1. Press the ring to bring up the main menu.
2. Turn to **Settings** and press the ring again to select.
3. Turn the ring to °F or °C.
4. Press the ring to switch between °F and °C.

#### DOES MY THERMOSTAT HAVE REMINDER ALERTS?

Having a clean air filter is an important part of maintaining your forced air heating and cooling system. Activating your Nest thermostat's **Filter Reminder** can help you keep track of when to change it.

#### IN CASE OF POWER OUTAGE IS THERE BATTERY BACKUP FOR DISPLAY?

Nest has an internal battery that can be re-charged. Please refer to link below for the instructions on how to change the battery:

<https://nest.com/ca/support/article/How-do-I-replace-my-Nest-Protect-s-batteries>

#### About Us

Ecofitt is a conservation focused manufacturer, wholesaler and supplier of products and programs, primarily targeting utilities, retailers and distributors across North America.

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