

Tech Tip: Filter Change Notification Icon


Audience

Professional Installers and Support Agents

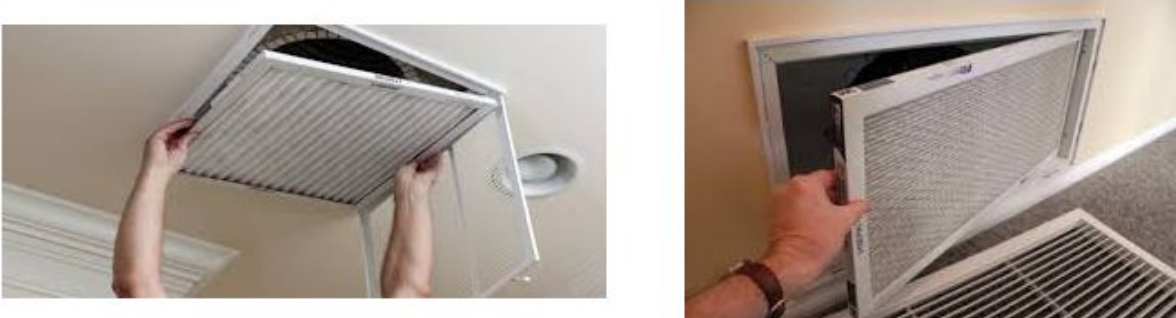
Summary

The "Filter" icon will illuminate on the Zen Thermostat after 6 months of HVAC activity. This is to ensure that the filter is checked and replaced. If this action is ignored, the HVAC will not work effectively, causing the airflow from the HVAC unit to be disrupted which can lead to further HVAC issues. It is advised to change out the filter to maximize the efficiency of the HVAC over time.

Problem Identification

<p>When the Filter Icon is illuminated on the Zen Thermostat, the filter will need to be replaced. Once the filter is replaced, the icon will need to be reset.</p>	 The image shows a notification icon consisting of a stylized lightbulb with three dots below it, followed by the text "Filter Change Required" in a sans-serif font.
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Example: Changing filter on HVAC unit

The left photograph shows a person's hands holding a white, rectangular HVAC filter in front of an open ceiling vent. The right photograph shows a person's hands inserting a white, rectangular HVAC filter into a wall-mounted HVAC unit.

Resetting the Filter Icon

To reset the "Filter Icon" remove the face of the thermostat to enter the PREFS menu. Once PREFS is displayed on the thermostat, tap the screen and scroll to the left. At the FILT menu, tap the center to reset the Icon/Timer.

Exception and Escalations

If the above behavior persists and the items require assistance from support or need to be escalated to Zen support, the service person or installer will collect the following information related to the Zen Thermostat on site.

- Photo of the originally installed thermostat wiring
- Photo of the wiring connected to the wall plate
- Photo of the back of the Zen Thermostat showing the serial number
 - Remove the thermostat from the wall and on the back of the thermostat body the serial number is listed on a sticker at the side of the device

Send the photos to support@zenecosystems.com and continue the escalation with Zen support.