

Tech Tips: Fan ON vs. Fan AUTO

Audience

Professional Installers and Support Agents

Summary

The Zen Thermostat supports setting the fan control of an HVAC unit. The settings are as follows:

- FAN "ON"
- FAN "AUTO"

Steps to confirm expected behavior

To select the desired fan modes ON or AUTO:

- Tap the Zen Thermostat face (2) times to enter the Mode menu
- The thermostat will display the current cycle mode (OFF, HEAT, COOL, FAN)
- Cycle through by tapping the Left or Right arrows.
- Select the "FAN" option by center tapping "FAN" on the display
- Tap the Up or Down arrows to select either "ON" or "AUTO"
- Select your option by center tapping the "ON" or "AUTO" to confirm the selection.
- Choose the desired mode (HEAT, COOL, OFF)

Fan Mode	Expected Behavior
ON	The Fan will cycle on in ANY mode (HEAT, COOL, and OFF Mode)
AUTO	The Fan will cycle ON and OFF automatically at the start and stop of every cycle.

Exception and Escalations

If the above behavior persists and the items require assistance from 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 Zen Thermostat from the wall and on the back of the Zen Thermostat body the serial number is listed on a sticker on the side of the device

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