



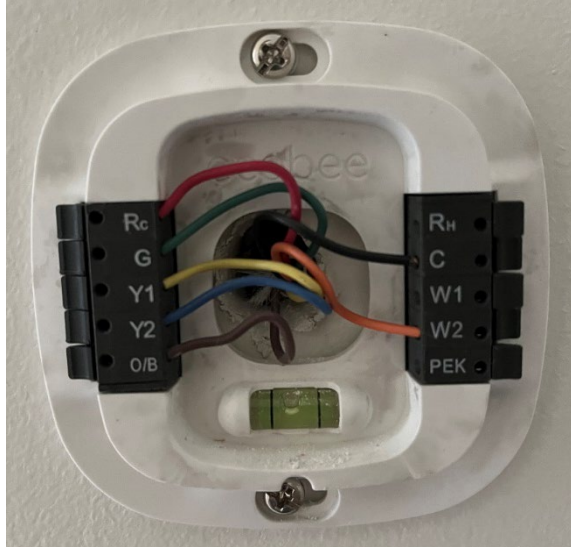
# MODE

## Thermostat Troubleshooting Guide

wesgroup

## MODE Thermostat Troubleshooting Guide

We understand that sometimes, troubleshooting issues with your thermostat can be challenging. A factory reset can often resolve most issues and restore your thermostat to its default settings. In this step-by-step guide, we will walk you through the simple process of performing a factory reset on your thermostat and then programming it to work with your heatpump, ensuring that you have a comfortable and smoothly functioning home environment. Please follow the instructions carefully.



Please make sure your Ecobee is wired as shown below in Figure 1. If you call into Ecobee for assistance with your thermostat they may incorrectly advise you to rewire the thermostat. This could cause your heating and cooling to stop working or even cause damage to the heat pump.

*Figure 1 Ecobee Wiring Baseplate*



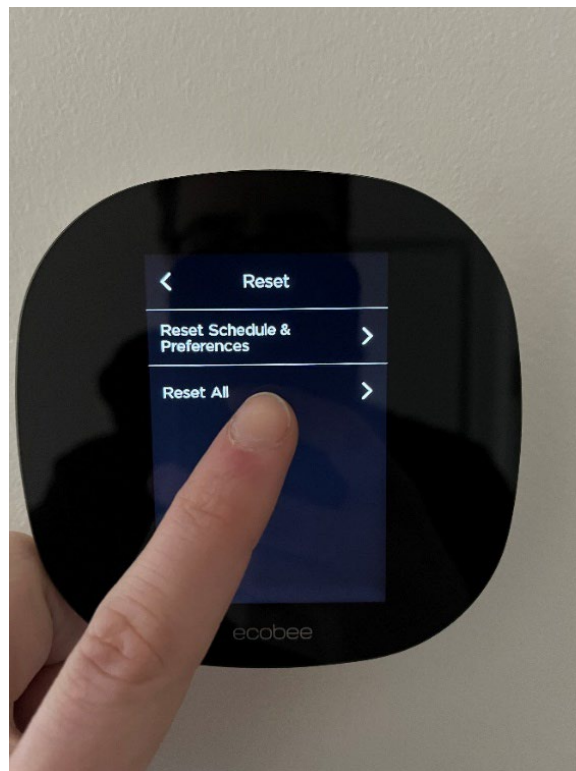
If your thermostat shows Heat Pump 2 stage and/or Aux Furnace 2 stage, you will need to factory reset and follow these instructions.

## MODE Thermostat Troubleshooting Guide

### Ecobee Settings

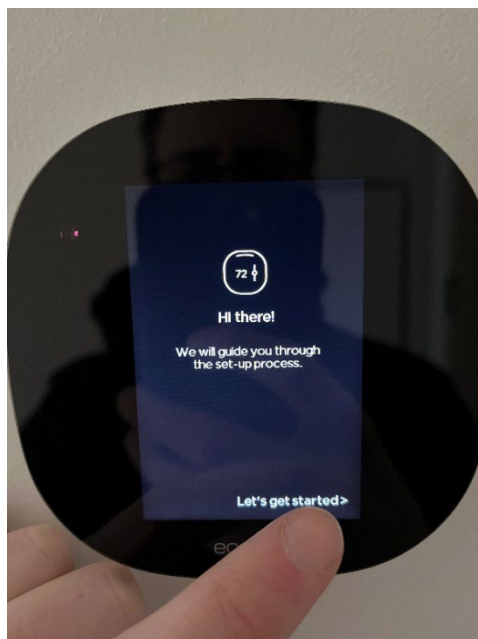
Here are the steps to perform a factory reset on your Ecobee thermostat

- I'm an Ecobee Pro
- Skip unique pin
- Only Rc is connected
- Multispeed Fan
- Confirm wiring matches the baseplate and original wiring
- Select G2/G3 instead of Y2/W2
- Select C or F
- Select Geothermal
- Select On Cool
- Select Ecobee Name of your choice
- Setup or Skip Wifi (can easily be setup later)
- Select current mode of HVAC system (can be adjusted easily later)
- Select heating and cooling temperatures (can be adjusted easily later)
- Canada
- Vancouver
- Select Current Time

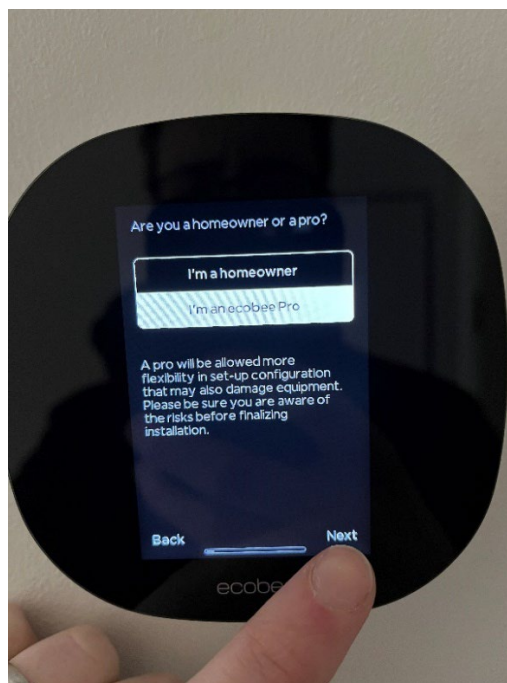


*Step 1 – Reset All*

## MODE Thermostat Troubleshooting Guide

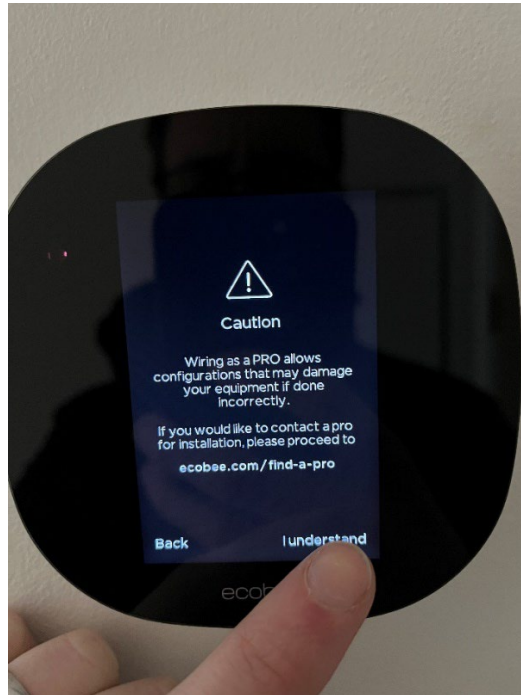


*Step 2 – Let's get started*

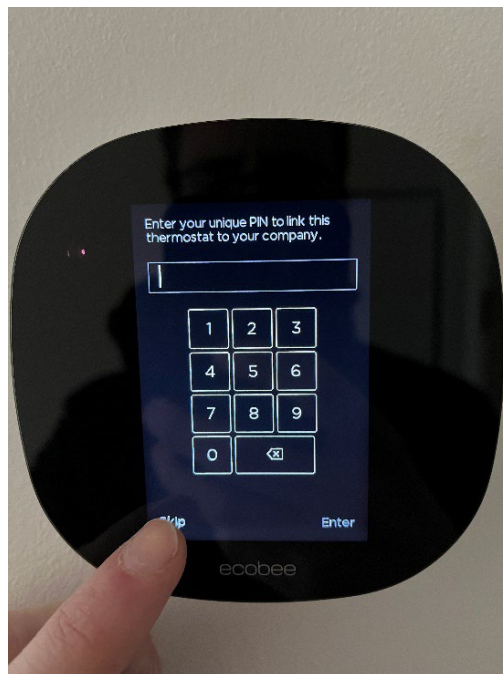


*Step 3 – I am an Ecobee Pro*

## MODE Thermostat Troubleshooting Guide

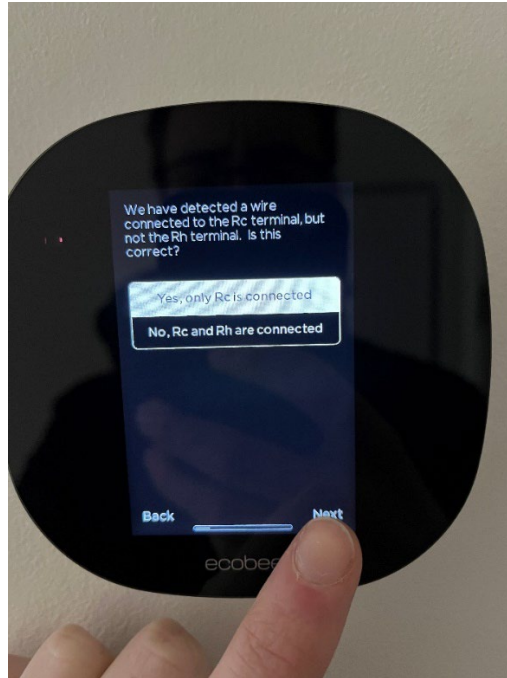


*Step 4 – I understand*

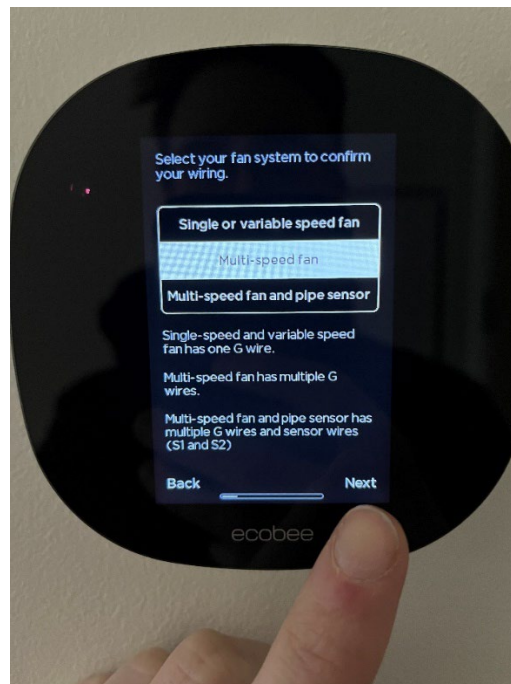


*Step 5 – skip unique PIN step*

## MODE Thermostat Troubleshooting Guide



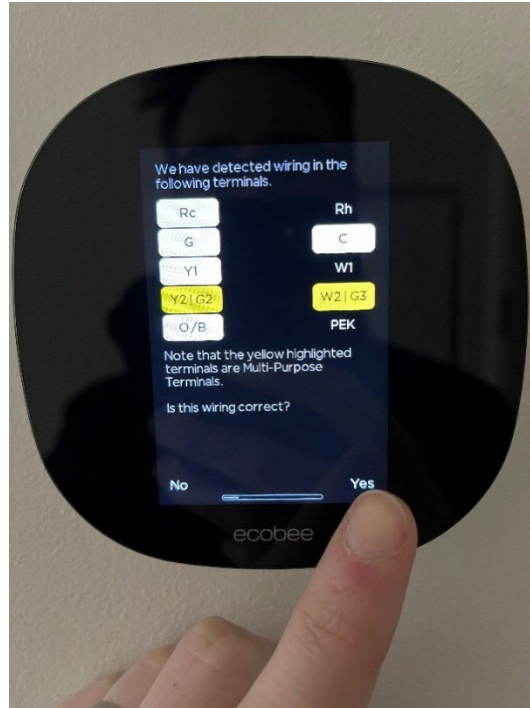
*Step 6 – Yes, only Rc is connected*



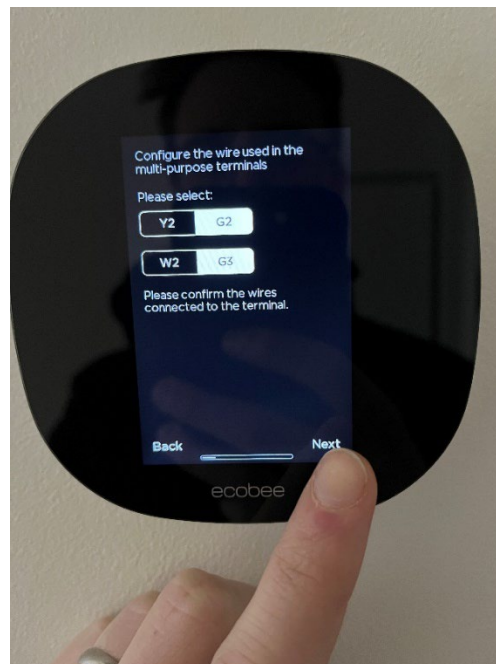
*Step 7 – Multispeed Fan*



## MODE Thermostat Troubleshooting Guide

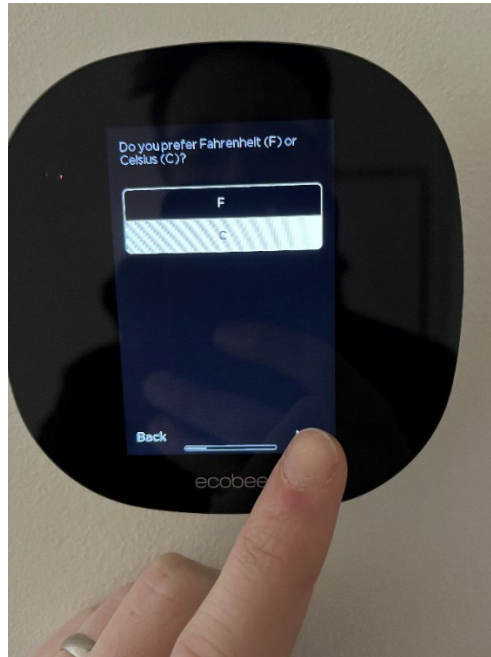


*Step 8 – Confirm wiring matches the baseplate and original wiring*

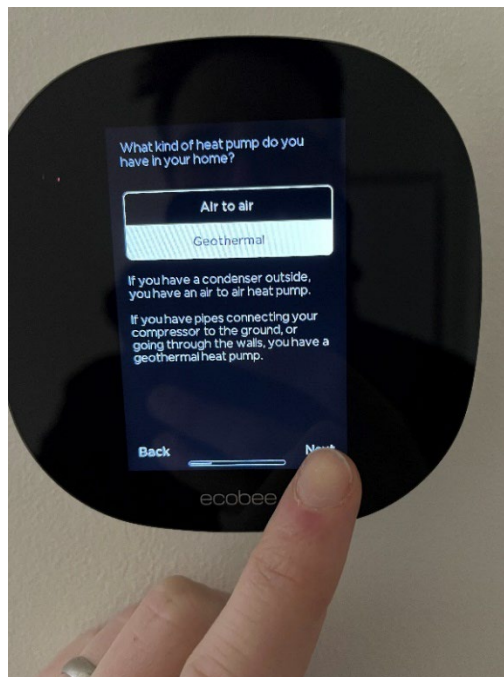


*Step 9 – Select G2/G3*

## MODE Thermostat Troubleshooting Guide



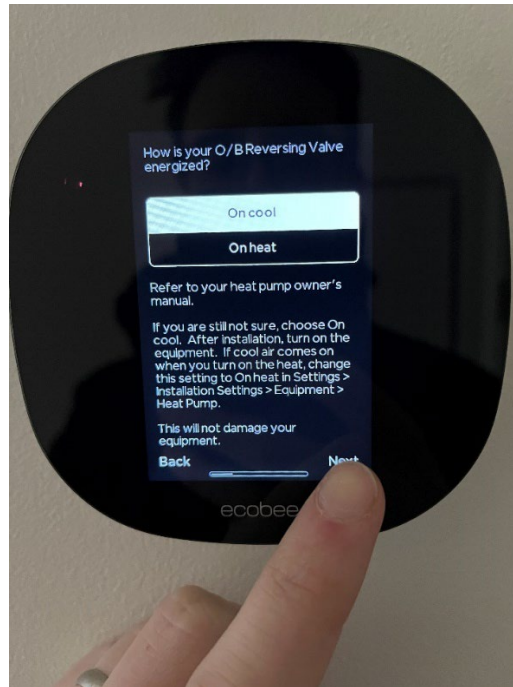
*Step 10 – Select C or F based on your preference*



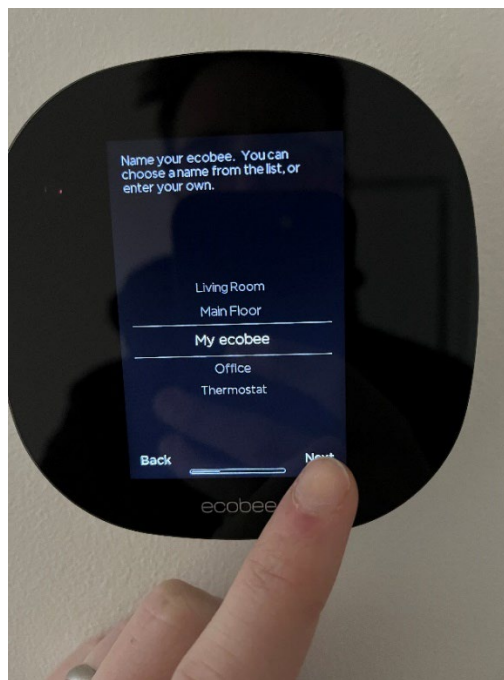
*Step 11 – Select Geothermal*



## MODE Thermostat Troubleshooting Guide

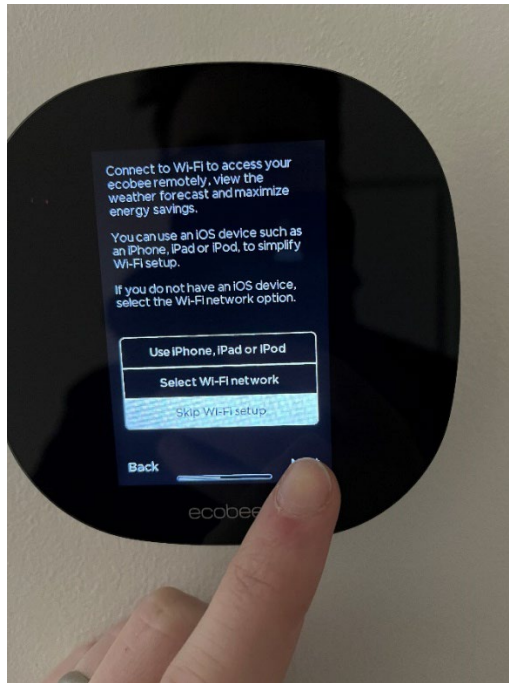


*Step 12 – Select On Cool*

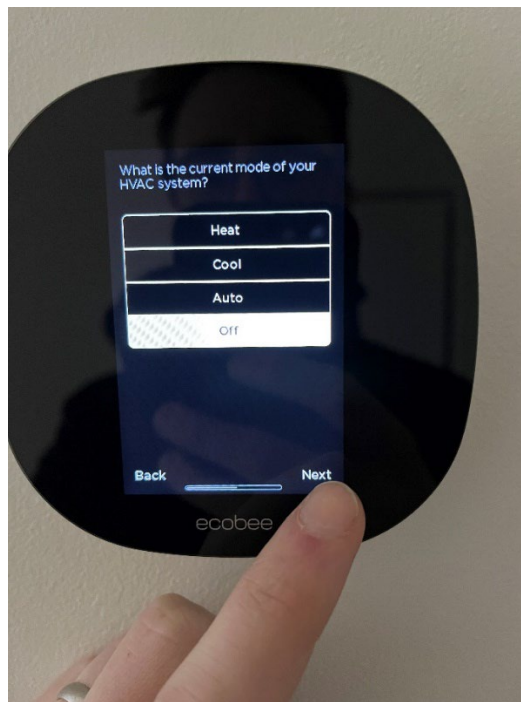


*Step 13 – Select Ecobee Name of your choice*

## MODE Thermostat Troubleshooting Guide

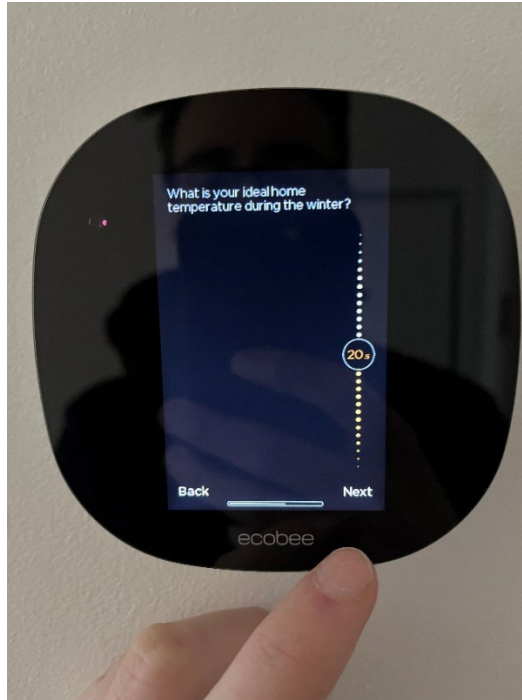


*Step 14 – Setup or Skip Wifi setup (can easily be setup later)*

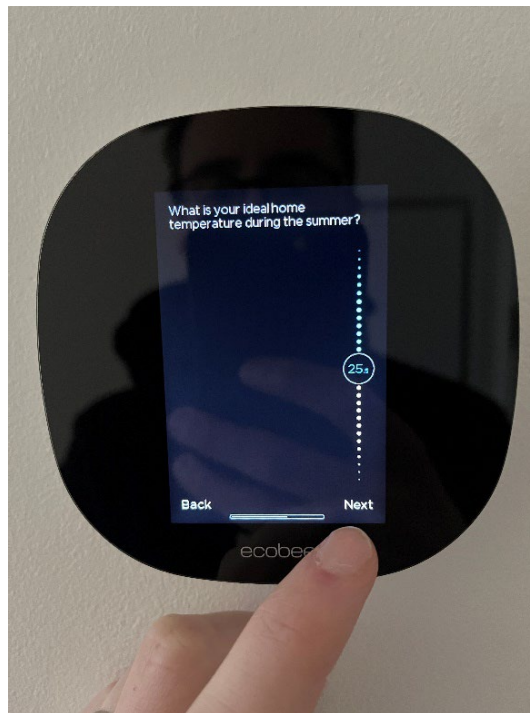


*Step 15 – Select current mode of HVAC system (can be adjusted easily later)*

## MODE Thermostat Troubleshooting Guide

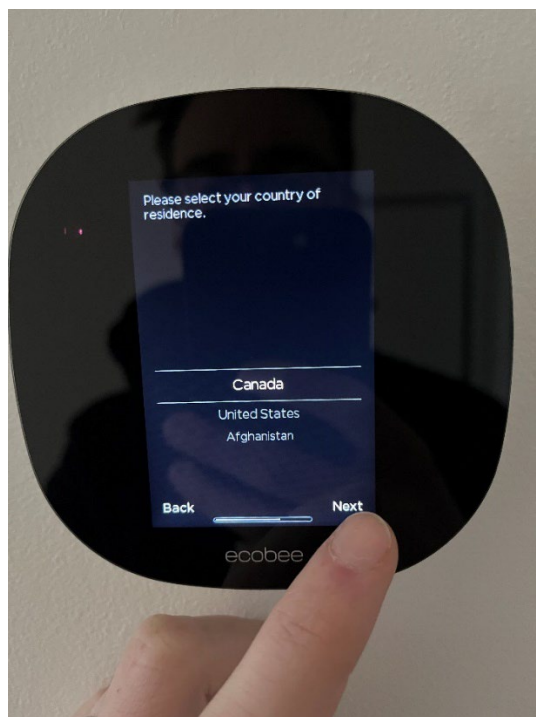


*Step 16 – Select heating and cooling temperatures (can be adjusted easily later)*

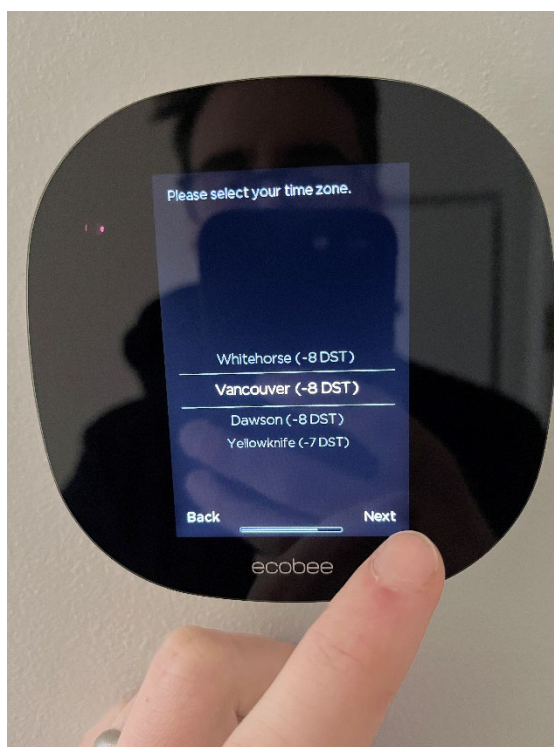


*Step 17 - Select heating and cooling temperatures (can be adjusted easily later)*

## MODE Thermostat Troubleshooting Guide

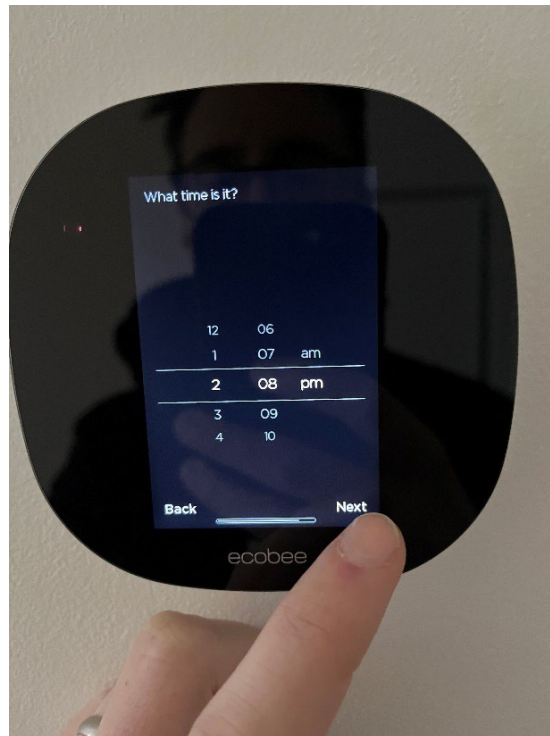


*Step 18 – Select Canada*



*Step 19 – Select Vancouver*

## MODE Thermostat Troubleshooting Guide



*Step 20 – Select your current time*