

Email Alert Troubleshoot Guide



Temperature Low

- Verify if thermostat is ON.
- Verify setback limit is not below low temp alert setting (**default 55°F/13°C**).
- Verify unit is capable of heating. The unit should be in heating mode.
- Close doors or windows that may be allowing outside air into the room.
- Verify HVAC unit operation with a qualified technician.



Temperature High

- Verify if thermostat is ON.
- Verify setback limit is not above high temp alert setting (**default 85°F / 29.5°C**).
- Verify unit is capable of heating. The unit should be in cooling mode.
- Close doors or windows that may be allowing outside air into the room.
- Verify that the reading on the thermostat corresponds to actual room temperature.
- Verify HVAC unit operation with a qualified technician.



Temperature Out of Range

- Verify that all wires are snugly connected. Tighten all terminals to avoid bad contacts.
- If a HVAC unit, verify that the unit is configured to be controlled by a remote thermostat.
- Verify that unit is capable of heating and cooling. If the unit can't reach the desired setpoint after 6 hours of continuous operation, unit might not be performing properly. Check with a qualified HVAC technician.



High Humidity Detected

- Verify that Humidity Control feature is active in **app.verdant.co**.
- Verify that HVAC unit can cool properly.
- Verify if there is no open windows/doors (when in cooling season).
- Inspect room to make sure that there are no gaps that might let outside air migrate into the room.



Battery Low

- Change batteries on Thermostat (wall unit) and/or accessories (e.g. occupancy sensors, patio door/window switches). This only applies to wireless thermostat installation or wireless accessories.



Duplicate Room Number

- Identify the rooms that may have duplicate numbers in **app.verdant.co**. Different rooms NEED to have different room numbers.
- Change duplicate guestroom number on the thermostat in the room.
- Go to **app.verdant.co** and verify if the issue has been solved. After replacing a thermostat, delete the duplicate greyed room tile.



No Contact with Hotel

- Verify that the Online Kit is powered up.
- Verify that the Ethernet wire is not unplugged.
- Verify that Online Kit is connected to the Internet.
- Please make sure there are no restrictions in your connection from your Internet Service Provider (ISP)



No Contact With Room

- Make sure the HVAC unit has power.
- Make sure that the wired thermostat is powered. In the case you have a wireless thermostat, make sure that the control card is powered and the thermostat (unit in the wall) has fresh batteries.
- Make sure the control card is not enclosed by metal or a bundle of wires. Pay attention to the antenna placement. Antenna should not be touching any metal parts of the unit.
- Verify that control card is not damaged.
- In the case of a replacement, make sure that the control card is paired with the thermostat (wall unit).

Contact Our Support



Call: **1 877 318 1823***

*[Option 1: Installation Support]

*[Option 2: Technical Support Thermostat Troubleshooting]

Email: **verdant.support@copeland.com**