# **Installation Guide**

Nuve is a smart home thermostat that optimizes your client's home comfort while monitoring their HVAC system's health. It directly connects you with your customers, allowing them to request your service with the touch of a button on the thermostat or by using the mobile application on a cell phone or mobile device.

### What You Get

In the box, you will find the items shown in the following figure.



Item	Description
0	Cosmetic plate
<b>2</b>	Thermostat
8	Screws/anchors
4	Wall plate

Report missing or damaged components to:

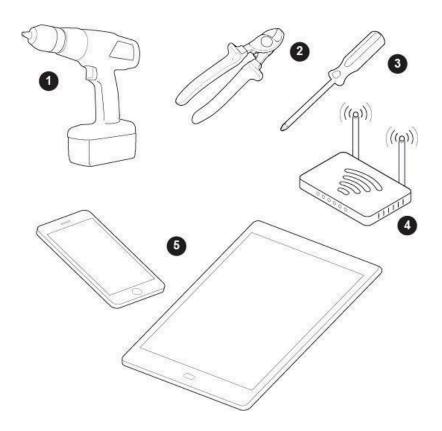
**Nuve Controls LLC** 

4051 E. La Palma Ave, Suite A Anaheim, California 92807

info@nuvehome.com

### What Else You Need

To complete the installation, you will need the items in the following figure.



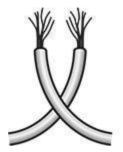
Item	Description
0	Drill
<b>2</b>	Electrical pliers
8	Phillips screwdriver
4	Wi-Fi network
6	Smart device with internet browser

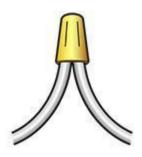
## **Before You Begin**

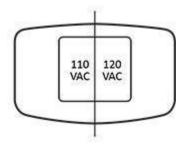
Make sure the heating and/or cooling system is working properly.

The Nuve smart thermostat is compatible with most 24-volt HVAC systems. Confirm that the HVAC unit is a 24-volt system by inspecting the existing thermostat, HVAC system wiring, or HVAC system documentation. If your existing thermostat has either of the following, the Nuve smart thermostat is **not** compatible with the HVAC system:

- Thick, stranded wires twisted together or connected with wire nuts
- A label inside the thermostat showing 110V or 120V







For compatible HVAC systems, do the following:

- 1. Read this product Installation Guide.
- 2. Confirm that the heating and cooling system is operating properly.
- 3. Observe cautions and warnings.
- 4. Go to the home's breaker box, and then turn off the breaker switch that controls the home HVAC system. This will protect it during installation. Alternatively, you can turn off the Main power switch at the breaker box.

Warning: Failing to turn off the power before working with wiring can lead to serious injury or death.

### **Step 1 - Mounting the Thermostat**

To install the Nuve smart thermostat:

- 1. Confirm that power to the cooling and heating system is off. Change the temperature on the existing thermostat, and then verify that the system does not turn on.
- 2. Remove the existing thermostat or select a new mounting location.
- 3. Take a picture of the wire connections on the old thermostat. You may need to reference this photo later.
- 4. Pull the wires through the hole in the middle of the wall plate, and then attach the wall plate to the wall using the drywall anchors and screws provided.
  - Connect the HVAC wires to the wall plate see Step 2 for more details
- 5. Mount the thermostat to the wall plate.
- 6. Install the cosmetic plate over the thermostat and wall plate so that the Up label is on top. This is important for proper airflow to cool the thermostat.

7. At the breaker box, turn on the HVAC circuit breaker or Main switch.



### **Step 2 - Connecting the wires**

**Checkpoint**: Do you have more than one R (red) wire? If yes, connect only the red wire that comes from the cooling transformer and leave the remaining red wires unconnected.



NUVE is designed for 24V ac with up to 2A output current. Do not connect it to line (high) voltage or millivolt systems.

Connect the wires on the HVAC system according to the following instructions:

## **Traditional Systems**

1H/1C System (Heating and cooling system with only stage 1)			
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24V ac Common	Blue	
G	Fan relay	Green	
Y1	Compressor	Yellow	
W1	Heat relay	White	
	Heating and cooling system that ha	•	
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24V ac Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	Yellow	
Y2	Compressor stage 2	Yellow	
W1	Heat relay stage 1	White	
W2	Heat relay stage 2	White	
	Heating and cooling system that ha	s stage 1 heating and stage	
1 and 2 cooling)			
	1,4,0		
Terminal	Wire	Color (mostly)	
Terminal R	Power	Red	
Terminal R C	Power 24V ac Common	Red Blue	
Terminal R C	Power 24V ac Common Fan relay	Red Blue Green	
Terminal R C G Y1	Power 24V ac Common Fan relay Compressor stage 1	Red Blue Green Yellow	
Terminal R C G Y1 Y2	Power 24V ac Common Fan relay Compressor stage 1 Compressor stage 2	Red Blue Green Yellow Yellow	
Terminal R C G Y1 Y2 W1	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1	Red Blue Green Yellow Yellow White	
Terminal R C G Y1 Y2 W1	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  Heating and cooling system that he	Red Blue Green Yellow Yellow White	
Terminal R C G Y1 Y2 W1 3H/2C System	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  Heating and cooling system that he	Red Blue Green Yellow Yellow White	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 co	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that heating)	Red Blue Green Yellow Yellow White has stage 1,2 and 3 heating	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 co	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that hooling)  Wire	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating Color (mostly)	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 control of the stag	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  Heating and cooling system that hooling)  Wire  Power	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating  Color (mostly) Red	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 co Terminal R C	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that hooling)  Wire  Power  24V ac Common	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating  Color (mostly) Red Blue	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 control Terminal R C G	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that hooling)  Wire  Power  24V ac Common  Fan relay	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating  Color (mostly) Red Blue Green	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 correminal R C G Y1	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that hooling)  Wire  Power  24V ac Common  Fan relay  Compressor stage 1	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating  Color (mostly) Red Blue Green Yellow	
Terminal R C G Y1 Y2 W1 3H/2C System and stage 1 and 2 control of the stag	Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2  Heat relay stage 1  (Heating and cooling system that hooling)  Wire  Power  24V ac Common  Fan relay  Compressor stage 1  Compressor stage 2	Red Blue Green Yellow Yellow White as stage 1,2 and 3 heating  Color (mostly) Red Blue Green Yellow Yellow Yellow	

## **Heat Pump Systems**

<b>1H/1C Heat pump System</b> (Heating and cooling system with only stage 1)			
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24V ac Common	Blue	
G	Fan relay	Green	
Y1	Compressor	Yellow	
О/В	Changeover valve	Orange or Brown	
	ump System with emergency g and cooling and emergency heat		
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24V ac Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	Yellow	
W3	Emergency Heat relay	White	
O/B	O/B Changeover valve Orange or Brown		
2H/2C Heat p and stage 2)	oump System (Heating and coo	ling system that has stage 1	
Terminal	Wire	Color (mostly)	
Ь	Power	Dod	
R	TOWCI	Red	
C	24V ac Common	Blue	
С	24V ac Common	Blue	
C G	24V ac Common Fan relay	Blue Green	
C G Y1	24V ac Common Fan relay Compressor stage 1	Blue Green Yellow	
C G Y1 Y2 O/B 2H/2C Heat p	24V ac Common Fan relay Compressor stage 1 Compressor stage 2	Blue Green Yellow Yellow Orange or Brown	
C G Y1 Y2 O/B 2H/2C Heat p	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence	Blue Green Yellow Yellow Orange or Brown	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1,	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating)	Blue Green Yellow Yellow Orange or Brown y heat (Heat pump system	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1, Terminal	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating ) Wire	Blue Green Yellow Yellow Orange or Brown Ey heat (Heat pump system Color (mostly)	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1, Terminal R	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating ) Wire Power	Blue Green Yellow Yellow Orange or Brown y heat (Heat pump system  Color (mostly) Red	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1, Terminal R C	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating ) Wire Power 24V ac Common	Blue Green Yellow Yellow Orange or Brown y heat (Heat pump system  Color (mostly) Red Blue	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1, Terminal R C	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating ) Wire Power 24V ac Common Fan relay	Blue Green Yellow Yellow Orange or Brown Ey heat (Heat pump system Color (mostly) Red Blue Green	
C G Y1 Y2 O/B 2H/2C Heat p that has stage 1, Terminal R C G Y1	24V ac Common Fan relay Compressor stage 1 Compressor stage 2 Changeover valve ump System with emergence and emergency heating ) Wire Power 24V ac Common Fan relay Compressor stage 1	Blue Green Yellow Yellow Orange or Brown Ty heat (Heat pump system  Color (mostly) Red Blue Green Yellow	

### **Dual Fuel Heating**

Dual Fuel Heating			
<b>2H/1C Heat pump with Auxiliary heating system</b> (Heat pump with stage 1 and auxiliary heating with stage 1)			
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24Vac Common	Blue	
G	Fan relay	Green	
Y1	Compressor	Yellow	
W1	Auxiliary	White	
O/B	Changeover valve	Orange or Brown	
-	nump with Auxiliary heating ary with stage 1 and 2)	system (Heat pump with	
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24VAC Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	Yellow	
W1	Auxiliary stage 1	White	
W2	Auxiliary stage 2	White	
О/В	Changeover valve	Orange or Brown	
The second secon	nump with Auxiliary heating	system (Heat pump with	
Terminal	tage 1 and 2 and auxiliary with stage 1 and 2) Ferminal Wire Color (mostly)		
R	Power	Red	
С	24VAC Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	Yellow	
Y2	Compressor stage 2	Yellow	
W1	Auxiliary stage 1	White	
W2	Auxiliary stage 2	White	
O/B	Changeover valve	Orange or Brown	
	bump with Auxiliary System auxiliary stage 1, 2 and 3)	1 (Heating system that has	
Terminal	Wire	Color (mostly)	
R	Power	Red	
C	24VAC Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	Yellow	
Y2	Compressor stage 2	Yellow	
W1	Auxiliary stage 1	White	
	, ,	•	

W2	Auxiliary stage 2	White
W3	Auxiliary stage 3	White
О/В	Changeover valve	Orange or Brown

### Cool Only Systems with Fan

1C Cool only System (Cooling system with only stage 1)				
Terminal	Wire Color (mostly)			
R	Power	Red		
С	24VAC Common Blue			
G	Fan relay	Green		
Y1	Compressor	White		

2C Cool only System (Cooling system with stage 1 and stage 2)			
Terminal Wire		Color (mostly)	
R	Power	Red	
С	24VAC Common	Blue	
G	Fan relay	Green	
Y1	Compressor stage 1	White	
Y2	Compressor stage 2	White	

## Heat Only Systems with Fan

1H Heat only System (Heating system with only stage 1)			
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24VAC Common	Blue	
G	Fan relay	Green	
W1	Heat relay	White	
	y System with Emergency land emergency heating)	heating (Heating system	
Terminal	Wire	Color (mostly)	
R	Power	Red	
С	24VAC Common	Blue	
G	Fan relay	Green	
W1	Heat relay	White	
W3	Emergency Heat relay	White	
2H Heat only	System (Heating system with st	age 1 and stage 2)	
Terminal	Wire	Color (mostly)	
R	Power	Red	
		Blue	
С	24VAC Common	Blue	
C G	24VAC Common Fan relay	Blue Green	
G	Fan relay	Green	
G W1 W2 2H Heat only	Fan relay  Heat relay stage 1  Heat relay stage 2  System with Emergency h	Green White White	
G W1 W2 2H Heat only	Fan relay Heat relay stage 1 Heat relay stage 2	Green White White	
W1 W2 2H Heat only with stage 1 and	Fan relay  Heat relay stage 1  Heat relay stage 2  System with Emergency heating)	Green White White eating (Heating system	
G W1 W2 2H Heat only with stage 1 and Terminal	Fan relay  Heat relay stage 1  Heat relay stage 2  System with Emergency heating)  Wire	Green White White eating (Heating system  Color (mostly)	
G W1 W2 2H Heat only with stage 1 and Terminal R	Fan relay  Heat relay stage 1  Heat relay stage 2  / System with Emergency heating)  Wire  Power	Green White White eating (Heating system  Color (mostly) Red	
G W1 W2 2H Heat only with stage 1 and Terminal R C	Fan relay  Heat relay stage 1  Heat relay stage 2  / System with Emergency heating)  Wire  Power  24VAC Common	Green White White eating (Heating system  Color (mostly) Red Blue	
G W1 W2 2H Heat only with stage 1 and Terminal R C	Fan relay  Heat relay stage 1  Heat relay stage 2  System with Emergency hastage 2 and emergency heating)  Wire  Power  24VAC Common  Fan relay	Green White White eating (Heating system  Color (mostly) Red Blue Green	

### Connecting Accessories (Humidifier/Dehumidifier(ventilator))

### Legend

**T1P** – Terminal 1 powered connector

T1N - Terminal 1 neutral (short) connector

T2 - Terminal 2 powered connector

Use terminals T1P with T1N, or T2 to connect accessories such as the humidifier or dehumidifier (ventilator)

**Checkpoint**: If the connected accessory device (such as a humidifier or ventilator) is powered by the HVAC internal transformer, use the T1P or T2 terminals (1 wire); otherwise, use both the T1P and T1N terminals (2 wires).

### Stage Activation and System Shutdown Thresholds.

1st stage turns ON when temperature difference is 0.9F and more

2nd stage turns ON when temp difference is 1.9F and more

3rd stage turns ON when temp difference is 2.9F and more

The system turns OFF when:

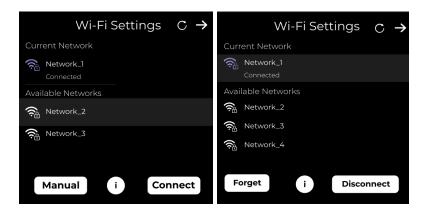
- 1. In cooling mode, the current temp gets lower than set temp by 1F
- 2. In heating mode, the current temp gets higher than set temp by 1F

### Step 3 – Connecting to the Network

When you apply power to the Nuve smart thermostat, the power-up sequence begins. The Backlight LEDs blink and you are navigated to the Wi-Fi settings page.

**Note:** In the unlikely event that the Nuve Smart Thermostat does not power up, confirm that power is present at the thermostat. If power is not present, troubleshoot the home electrical system. If power is present, contact Nuve support by calling (855) 696-6883..

1. In the Wi-Fi Settings page, review the available networks. Ask the customers for the Wi-Fi network and password. In the Wi-Fi Settings page, select the network, input the corresponding password, and then tap **Connect**.



2. After successfully connecting to the network, tap the **Next** button at the top right corner to get navigated to the System Setup page – see Step 4 - Setting Up the System.

#### Connecting to an Unlisted Network

 To connect to an unlisted network, tap Manual. In the Wi-Fi Settings page, enter the network settings, and then tap Save. You should now see the network on the Wi-Fi Settings page, Tap the network, and then tap Connect to proceed.

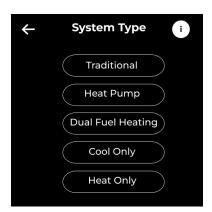


2. When prompted, enter the password required to connect to the Wi-Fi network you selected. For security, the system masks each password character with an asterisk (\*). To unmask the password, tap the show password icon.



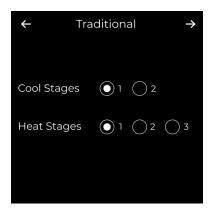
## **Step 4 - Setting Up the System**

1. In the System Setup page, tap **System Type**.



In the System Type page, tap the one of the following options that matches the system for which you are installing the thermostat:

• **Traditional**: Choose this option for traditional HVAC systems with split systems for heating and cooling. On the Traditional page, select the stage level that is appropriate for your system



Heat Pump: Select this option for a single heat pump system which provides both heating and
cooling. In the Heat Pump page, select the appropriate emergency heating in case your heat pump
has such. Specify the heat pump stages 1 or 2, and select O/B on State to specify whether the
reversing valve should energize on cool or on heat.

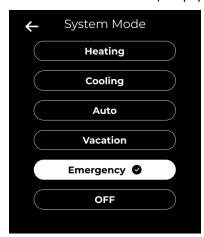
### **Thresholds for Heat Pump**

#### Set Minimum Runtime for Emergency Heat

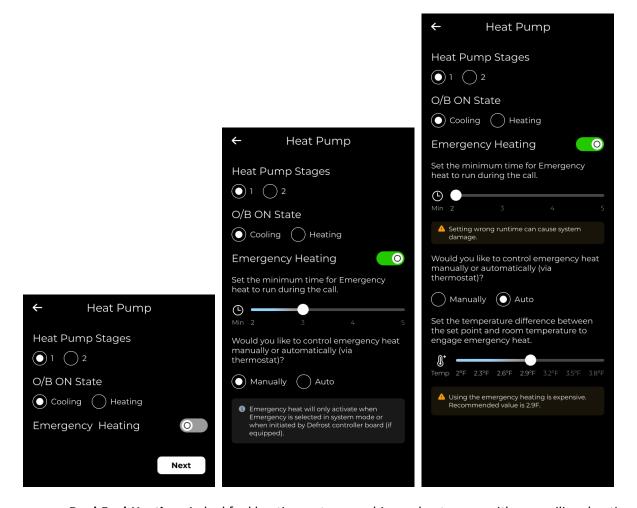
This allows to define the minimum time the emergency heat must run during a call for heat. Incorrect runtime settings can lead to system damage, so caution is advised. Default value - 2 mins.

### Emergency Heat Activation

**Manual Control**: Manually activates emergency heat., meaning Emergency heating will only be active when the system mode is set to Emergency or emergency heating will be triggered by the Defrost Controller Board (if equipped).



**Automatic Control (via Thermostat)**: The thermostat automatically engages emergency heat based on system needs. When Auto is selected for emergency heating, this setting allows users to define the temperature difference between the set point and the room temperature that will trigger the thermostat to engage emergency heat.



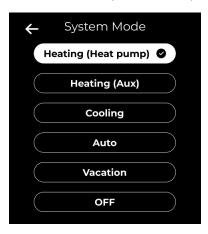
 Dual Fuel Heating: A dual fuel heating system combines a heat pump with an auxiliary heating element (furnace, boiler or other). Specify the heat pump related parts by selecting the appropriate emergency heating in case your heat pump has such. Specify the heat pump stages 1 or 2, and select O/B on State to specify whether the reversing valve should energize on cool or on heat.

Set a temperature point to turn on the furnace for heating when the outdoor temp is below that.

#### **Thresholds for Dual Fuel Heating**

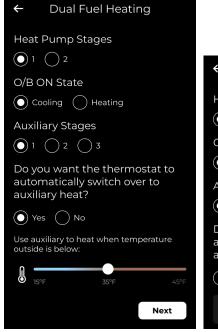
You are prompted to decide if they want the thermostat to automatically switch to auxiliary heat.

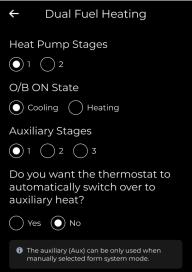
- Yes: The auxiliary heating system will automatically switch on when the primary heat pump is unable to maintain the desired temperature.
- No: The system will require manual intervention to activate auxiliary heat.



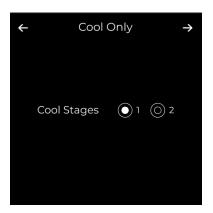
For Yes case: Temperature Threshold for Auxiliary Heat

When the automatic switch-over is selected, you can also set a temperature threshold. This
determines when the auxiliary heat should activate based on the outdoor temperature. The
user can choose between 15°F and 45°F range.

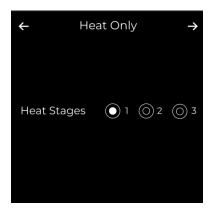




• **Cool Only**: Select this option for air conditioning only systems. In the Cool Only page, select the appropriate stage.



• **Heat Only**: Select this option for heating-only systems. In the Heat Only page, select the appropriate stage.



3. In the System Setup page, tap **System Stages** to manage the stages and operating parameters for the selected system type. Two-stage furnaces have low and high options, while three-stage furnaces have low, medium, and high settings.

System Type	Stages
Traditional	Cool Stages
	Heat Stages
Heat Pump	Emergency Heating
	Heat Pump Stages
	O/B on State
Dual Fuel Heating	Emergency Heating
	Heat Pump Stages
	O/B on State
	Set outdoor temp to turn on furnace -
Cool Only	Cool Stages
Heat Only	Heat Stages

- 3. If your system has a humidifier or a dehumidifier, in the System Setup page, tap **Accessories** to specify the humidifier/dehumidifier characteristics depending on the connected wires:
  - a. **T1 pwrd**: Select this option if the accessory is powered by HVAC and the corresponding wire is connected to the T1P terminal, (see Figure 1)
  - b. **T1 short**: Select this option if the accessory has its own power and the corresponding two wires are connected to T1P and T1N terminals.
  - c. **T2 pwrd**: Additional, should be selected in case the corresponding T2 wire connection



4. To set a system run delay time, in the System Setup page, tap **System Run Delay**. In the System Run Delay page, tap the delay time: **1min**, **2min**, **5min**.



### Step 5 – Authorizing the Device to Nuve System

After System setup is finished, the Technician will be automatically navigated either to Job number input page or to Customer details manual input page

### Contractors with active CRM System Integration

1. Contractors with an active CRM System integration with Nuve will be directed to the Job Number page to enter the CRM System Job Number. After entering the Job Number, they must click the 'Check' button. Using the CRM System Integration API, customer information such as email, zip code, and full name will be automatically populated on the device. Technicians have the option to edit both the email and zip code fields.

Note: Based on CRM System Integration API we also get the Address of the Customer and keep it in our DB for later reflection in the Web Application - Customers page

Alternatively, technicians can skip the Job Number entry by clicking the 'Skip' button, which will navigate them to the manual customer details input flow.



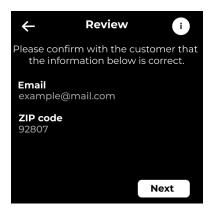
Note: Full Name of the Customer is not editable

### Contractors with no CRM System Integration

2. If the contractor does not have an active CRM System integration with Nuve, they will be automatically directed to the Customer Details page, where they must manually input the customer's email and ZIP code.

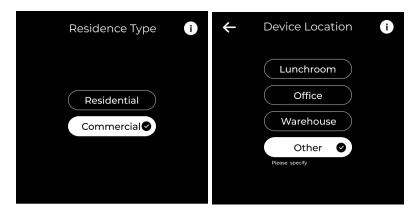


3. After providing the customer details, the technician clicks the 'Next' button to navigate to the Review page. Here, they can review the information with the customer and, if necessary, edit the email and ZIP code.



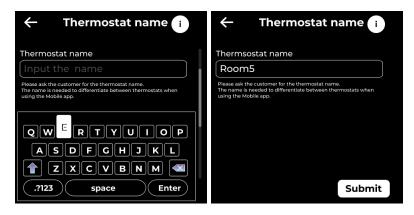
4. Once the customer details are confirmed, the technician is guided to the Installation Type page, followed by the Residence Type page. Depending on the selected residence type, the technician is then directed to the corresponding Device Location page.





Note: Device location page (number of options) varies based on selected prior Residence Type (Residential or Commercial)

5. If the 'Other' option is selected on the Device Location page, the technician can enter a custom name for the thermostat. This name is required to differentiate between thermostats when using the mobile app.



6. After tapping the 'Submit' button, the main screen on the thermostat will appear, and an email with instructions to set up a password will be sent to the email address entered on the Customer Details page. Customers will use this password to log in and access the mobile application, allowing them to control the smart thermostat over the internet.



### **Need Assistance?**

For wiring diagrams, videos, and other helpful instructions and examples, please visit <a href="https://Nuvehome.com/installation\_guide">https://Nuvehome.com/installation\_guide</a>. You can also use the QR code under the packaging lid to go to the Nuve website.

### **Troubleshooting**

In case you're experiencing difficulties with your thermostat, we've compiled a list of suggestions to help you troubleshoot the issue. The majority of problems can be swiftly and effortlessly rectified using these steps

### Display is not showing information (black screen):

- Confirm the circuit breaker status and reset it if required.
- Ensure the power switch for the heating and cooling system is activated.
- Check that the furnace door is securely closed.

#### Lack of response from heating or cooling system:

- To activate the heating system, press the System Mode button in the Menu. Set the desired temperature higher than the current indoor temperature.
- To activate the cooling system, press the System Mode button (see the <u>Setting the System Mode</u> section). Ensure the desired temperature is set lower than the current indoor temperature.
- Examine the circuit breaker and perform a reset if necessary.
- Ensure the power switch for the heating and cooling system is turned on.
- Confirm the furnace door is securely closed.
- Allow a waiting period of 3 to 5 minutes for the system to initiate a response.

#### Inability to adjust temperature settings:

Ensure that the heating and cooling temperature settings are within acceptable ranges.

### Flashing " snowflake" or "sun" indicator on main screen:

• The compressor protection feature is engaged. Wait for 2-5 minutes to allow a safe restart of the system, preventing compressor damage.

### Incorrect heating or cooling behavior:

• For heat pump systems, validate that wires are connected right. Refer to the "Wiring" Section in the NUVE Installation Guide (https://nuvehome.com/installation\_guide)

If you still have questions, please contact the Nuve support team via <a href="https://Nuvehome.com/support">https://Nuvehome.com/support</a>.

### **Alerts and Notifications**

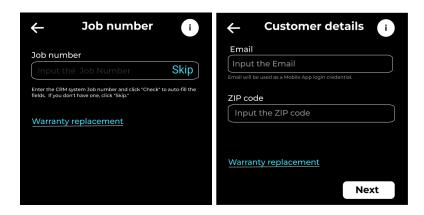
Alerts and notifications appear on the Main screen of the thermostat to get more details about the alert or notification click info button.

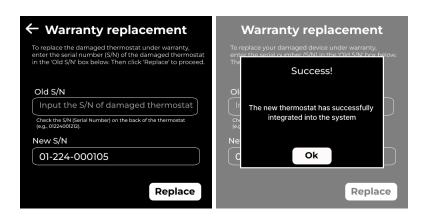
Alert	Definition	Resolution	
Bad air quality	High CO2 equivalent detected.	Consider to ventilate the room	
Temperature Sensor Malfunction	Sensor malfunction: inaccurate temperature data.	Ensure the thermostat is properly placed away from direct sunlight, heat sources, or drafts.	
Humidity Sensor Malfunction	Sensor malfunction: inaccurate humidity data.	Verify that the thermostat is positioned correctly, avoiding areas prone to moisture of extreme dryness.	
Air quality Sensor Malfunction	Sensor malfunction: inaccurate CO2 data.	Ensure proper ventilation in the area to prevent CO2 buildup that might affect sensor readings.	
Incorrect Wiring Connection	Wiring problem causing sensor malfunction.	Carefully inspect the thermostat's wiring connections to ensure they are correctly matched according to the wiring diagram provided in the installation manual.  If any wires are found to be improperly connected, contact your service provider.	
No Internet Connection	No internet connection available for thermostat.	Verify that the Wi-Fi network is functional and that the thermostat's network settings are correctly configured.  Restart the router to ensure it's functioning properly and try connecting the thermostat again.  If the problem persists, try resetting the thermostat's network settings and set up the connection again.	
No Wi-Fi Connection	Thermostat lost Wi-Fi connection: needs reconnection.	Access the thermostat's settings to reconnect it to the Wi-Fi network by following the manufacturer's instructions.  If the thermostat still doesn't connect, consider resetting the thermostat's network settings and setting up the Wi-Fi connection from scratch.  Ensure that the thermostat is within range of a stable Wi-Fi signal.	
Incorrect Password	Incorrect password entered, try again.	Ensure that you're entering the correct password for the thermostat. Pay attention to capitalization, special characters, and any possible typos.	

### Warranty replacement

In the rare event that you need to replace your thermostat under warranty, follow these steps to clone a new Nuve thermostat:

- After setting up the HVAC system (System Type, Stages, Accessories, and Run Delay Time), the technician is navigated either to the Job Number input page (for contractors with active CRM System integration) or to the Technician Details page (for contractors without CRM System integration).
- 2. Both the Job Number and Technician Details pages feature a 'Warranty Replacement' button, which directs the technician to a page where the device's serial number (S/N) is automatically populated in the 'New S/N' field.
- 3. To replace a damaged thermostat under warranty, the technician must enter the serial number (S/N) of the damaged thermostat in the 'Old S/N' box below. Afterward, they can click the 'Replace' button to proceed with cloning the old device's settings to the newly installed device.





### **Product Specifications**

### Temperature Ranges

Heat: 65 °F to 85 °F (18.3 °C to 29.4 °C)

Cool: 65°F to 85 °F (18.3 °C to 29.4 °C)

### Working Ambient Temperature

39 °F to 120 °F (3.9C° to 48.9 °C)

### **Shipping Temperature**

-20 °F to 120 °F (-28.9 °C to 48.9 °C)

### **Operating Relative Humidity**

5% to 90% (non-condensing)

### **Physical Dimensions**

4.68 inches (H) x 4.68 inches (W) x 1.53 inches (D) 119 mm (H) x 119 mm (W) x 39 mm (D)

### **Electrical Ratings**

Terminal	Voltage	Running Current
<b>W1</b> Heat relay stage 1	8 V ac - 40 V ac	0.02 A - 1.0 A
W2 Heat relay stage 2	8 V ac - 40 V ac	0.02 A - 1.0 A
W3 Heat relay stage 3	8 V ac - 40 V ac	0.02 A -0.5 A
Y1 Compressor Stage 1	8 V ac - 40 V ac	0.02 A - 1.0 A
Y2 Compressor Stage 2	8 V ac - 40 V ac	0.02 A - 1.0 A
<b>G</b> Fan	8 V ac - 40 V ac	0.02 A - 1.0 A
O/B Changeover	8 V ac - 40 V ac	0.02 A - 1.0 A
T1P Relay for accessories (powered)	8 V ac - 40 V ac	0.02 A -0.5 A
T1N Relay for accessories (neutral)	8 V ac - 40 V ac	0.02 A -0.5 A
T2 Relay for accessories (optional,	8 V ac - 40 V ac	0.02 A -0.5 A
powered)		

## **Regulatory/Compliance**

### **Regulatory Information**

#### **EMC Compliance**

This device and accessories have demonstrated Electromagnetic Compatibility (EMC) compliance under conditions that included the use of compliant peripheral devices between system components. It is important that you use compliant peripheral devices between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

### **FCC Compliance**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operations.

Nuve Control LLC, located at 4051 E. La Palma Ave. Suite A Anaheim, CA 92807

, is responsible for FCC compliance. The Federal Communications Commission regulations provide that changes or modifications not expressly approved by Nuve could void your authority to operate this equipment.

### Radio Frequency Exposure

Maintain a distance of 8 inches (20cm) from your body to be consistent with how the device is tested for compliance with RF exposure requirements.

### Safety

This device contains a non-serviceable battery for the watch. Do not attempt to service or replace this battery. Contact your service contractor in case of issues.

### **Warranty Information**

5-year limited warranty

For detailed warranty information, please visit <a href="https://nuvehome.com/warranty">https://nuvehome.com/warranty</a>

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