

User's Guide

Congratulations on Your Purchase

You are about to discover the power of the Nuve smart thermostat to revolutionize the way you control your home's comfort and energy usage. The Nuve smart thermostat is designed to automatically lower and raise the temperature in your home even when you're not there, saving you money on your energy bills without sacrificing your comfort. Change the temperature in your home, monitor the health of your HVAC system, and receive alerts for maintenance needs wherever you are. Nuve connects to your HVAC provider and monitors your HVAC system's health at the touch of a button.

Before You Begin

Make sure:

- Your heating and cooling system is operating properly.
- You have a working Wi-Fi network.

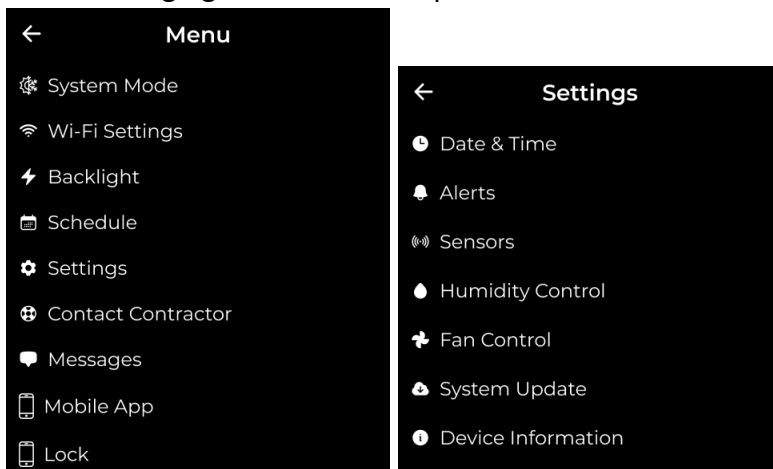
If you prefer the convenience of remote control, download the Nuve Mobile App.

For additional helpful information, please visit https://Nuvehome.com/user_guide. You can also use the QR code under the packaging lid to go to the Nuve home website.

Understanding the Menu Interface

Using the Nuve menu is easy and intuitive.

The following figure shows the top-level menu.



The following table summarizes the menu options:

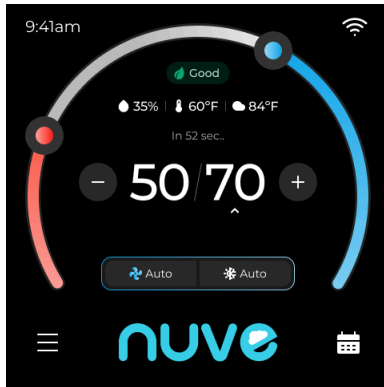
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Main Menu	Description
System Mode	Sets the HVAC operating mode. Choices are: <ul style="list-style-type: none"> • Cooling • Heating • Auto • Vacation • Emergency / Aux • OFF
Wi-Fi Settings	Shows Wi-Fi network availability and status.
Backlight	Sets values for display background color and brightness.
Schedule	Manages temperature and humidity settings for selected time periods.
Contact Contractor	Lists contractor contact information and access to request a job
Messages	List of informative messages sent by Contractor
Mobile App	Includes a universal QR code for easy access to the App Store and Google Play, along with brief instructions.
Lock	Enables locking of the thermostat with a 4-digit PIN code.
Settings Sub Menu	
General	Sets values for display brightness, speaker volume, temperature units, TOF sensor, LED blinking, and Sleep mode logo 12/24-hour clock.
Date & Time	Allows adjusting date and time, time zones, daylight saving time, 12/24-hour clock and auto setting options
Alerts	Lists alerts about HVAC operational status
Sensors	Manages remote temperature/humidity sensors and their properties.
Humidity Control	Sets the humidity range.
Fan Control	Sets the fan duty cycle.
System Update	Reflects the system installed version and contains new version related updates info.
Device Information	Displays device-related information such as model, FCC ID, IC, serial number, and software and hardware versions.
System Setup	Sets the System type, stages, main system related threshold, other general threshold and accessories.



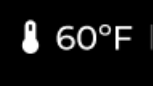
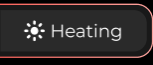


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Understanding the Home Page Display







All Nuve operations begin from the Home Page.



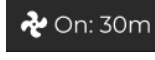







The following table describes the elements of the Home Page.

Element	Description
	Set the temperature
	Outdoor Temperature value and weather condition (rain, clouds, sunny and etc)
	Indoor Temperature value
	Current System mode
	Menu
	Schedule (Programms)


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	<p>Wi-Fi signal strength and connection status:</p> <ul style="list-style-type: none">  = No internet connection  = No Wi-Fi connection  = Full-strength Wi-Fi signal  = Medium-strength Wi-Fi signal  = Low-strength Wi-Fi signal
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Element	Description
	<p>Fan control sets the fan duty cycle. Fan icon has also the following meanings;</p> <ul style="list-style-type: none">  Auto = Fan is in Auto mode  On: 30m = Fan is in On mode with specified running time  = Cooling is on  = Heating is on
	<p>Indoor humidity level and humidity control button</p>
	<p>Contractor's Logo: About, Request a Job, and access to CRM System, if applicable</p>
	<p>Air quality based on CO₂e sensor reading.</p>

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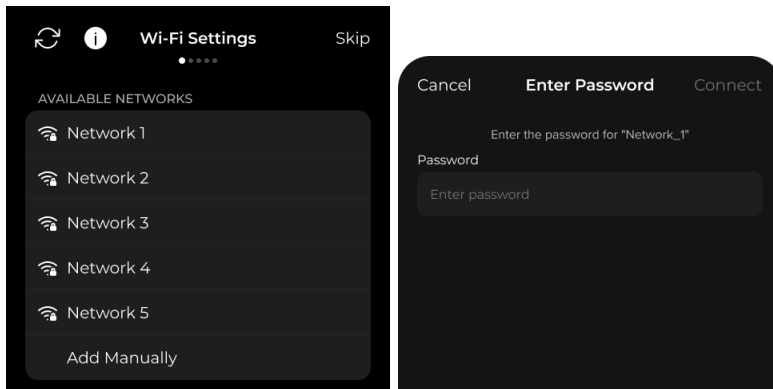
Managing Wi-Fi Networks

The Wi-Fi Settings menu shows the available Wi-Fi networks to which you can connect. The Wi-Fi connection is active when  appears in the Home Page. After you connect, the system saves the network connection so that the thermostat connects to that network automatically.

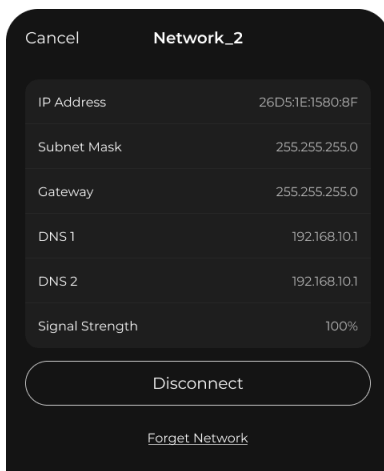
Connecting to a Wi-Fi Network

To connect to a Wi-Fi network:

1. In the Menu, tap **Wi-Fi Settings**.
2. In the Wi-Fi Settings page, tap an available network, and then tap **Connect**.



3. In the keyboard page, enter the network password, and then tap **Join**.



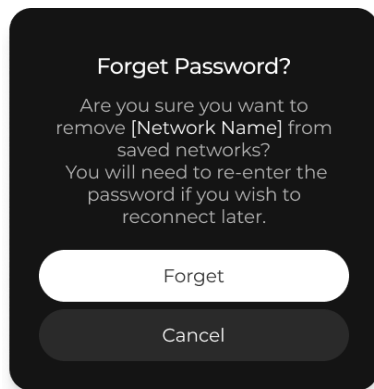
Disconnecting from a Wi-Fi Network

To disconnect from a Wi-Fi network:

1. In the Menu, tap **Wi-Fi Settings**.
2. In the Wi-Fi Settings page, tap the connected network, and then in selected network's details page tap **Disconnect** at the bottom.

To remove the network from the list of available networks, tap **Forget network**. When the system prompts you to confirm, tap **Forget**.

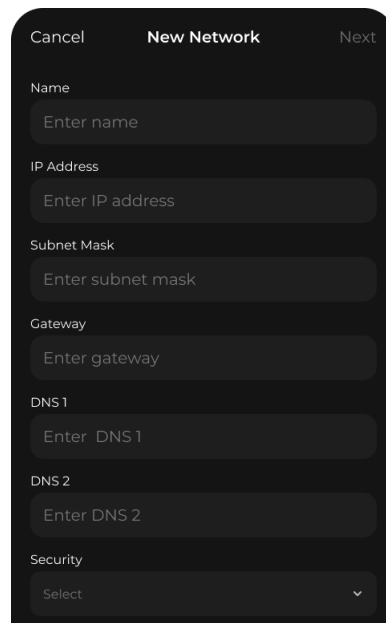
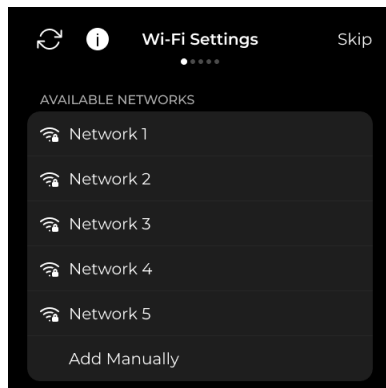
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Editing a Network

To edit a Wi-Fi network:

1. In the Menu, tap **Wi-Fi Settings**.
2. In the Wi-Fi Settings page scroll to the bottom and tap **Add Manually**.



3. In the Wi-Fi Settings page, tap the following fields, enter values, and then tap **Save**:
 - IP Address
 - Subnet Mask
 - Gateway
 - DNS 1
 - DNS 2
 - Password

Setting Up the System

The technician sets up the system at installation. Later this page is also available in Menu - Settings part on the device. The system setup comprises the following tasks:

- System Type

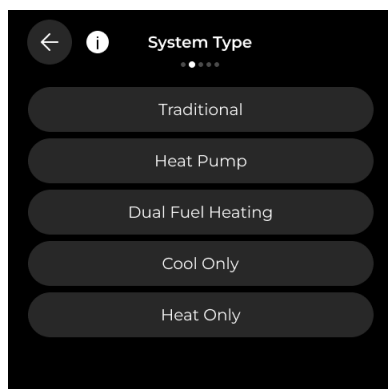
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- System Stages
- Accessories
- General Thresholds - to include System Run Delay Time, Temperature Correction and Overcool to Dehumidify (coming soon)

System Type

The system type defines the HVAC system: Traditional, Heat Pump, Cool Only, or Heat Only. To change the system type:

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




2. In the System Type page, tap one of the following options:

- Traditional
- Heat Pump
- Dual Fuel Heating
- Cool Only
- Heat Only

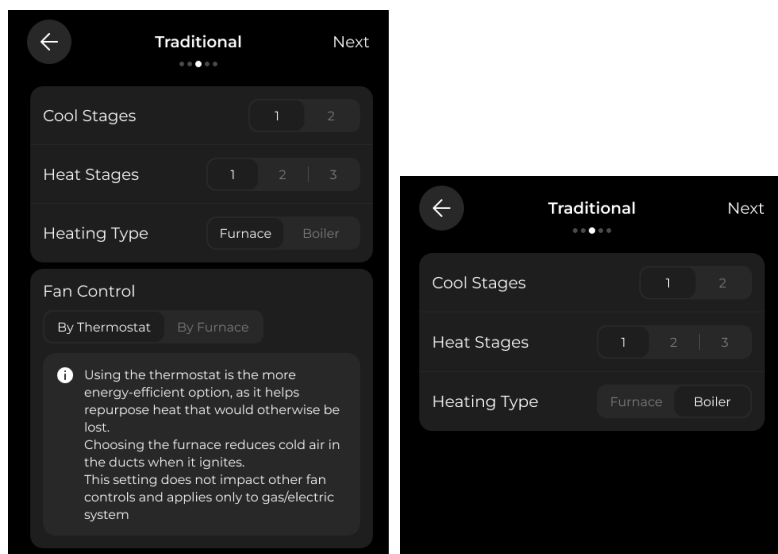
Refer to the corresponding section for details about each system type.

Traditional

Tap **Traditional** if connecting to traditional HVAC systems that cool and heat. In the Traditional page, select the appropriate values for Cool Stages and Heat Stages, and then tap :

- **Cool Stages:** Select either 1 or 2 cooling stages.
- **Heat Stages:** Select 1, 2, or 3 heating stages.
- **Heating Type selection:** Select either Furnace or Boiler
- **Fan Control selection:** Activated when Furnace is selected and contains the following options: By Thermostat and By Furnace

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Heat Pump

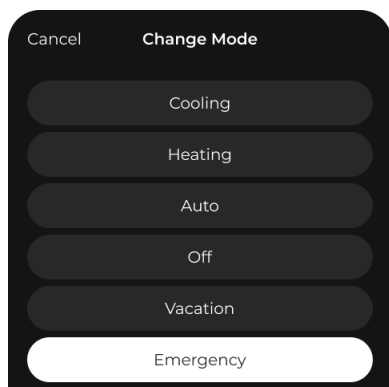
Tap **Heat Pump** if connecting to a heat pump. In the Heat Pump page, select the appropriate auxiliary heating stage, and O/B On State:

- **Auxiliary Heating:** Tap this option if your HVAC system has auxiliary heating installed.
- **Heat Pump States:** Select the appropriate heat pump state for your HVAC system stage.
- **O/B on State:** Select whether reversing valve O/B should energize on cool or on heat.

Thresholds for Heat Pump

- **Set Minimum Runtime for Auxiliary Heat**
This allows to define the minimum time the auxiliary 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**

The emergency heat can manually be activated from the System Mode menu.



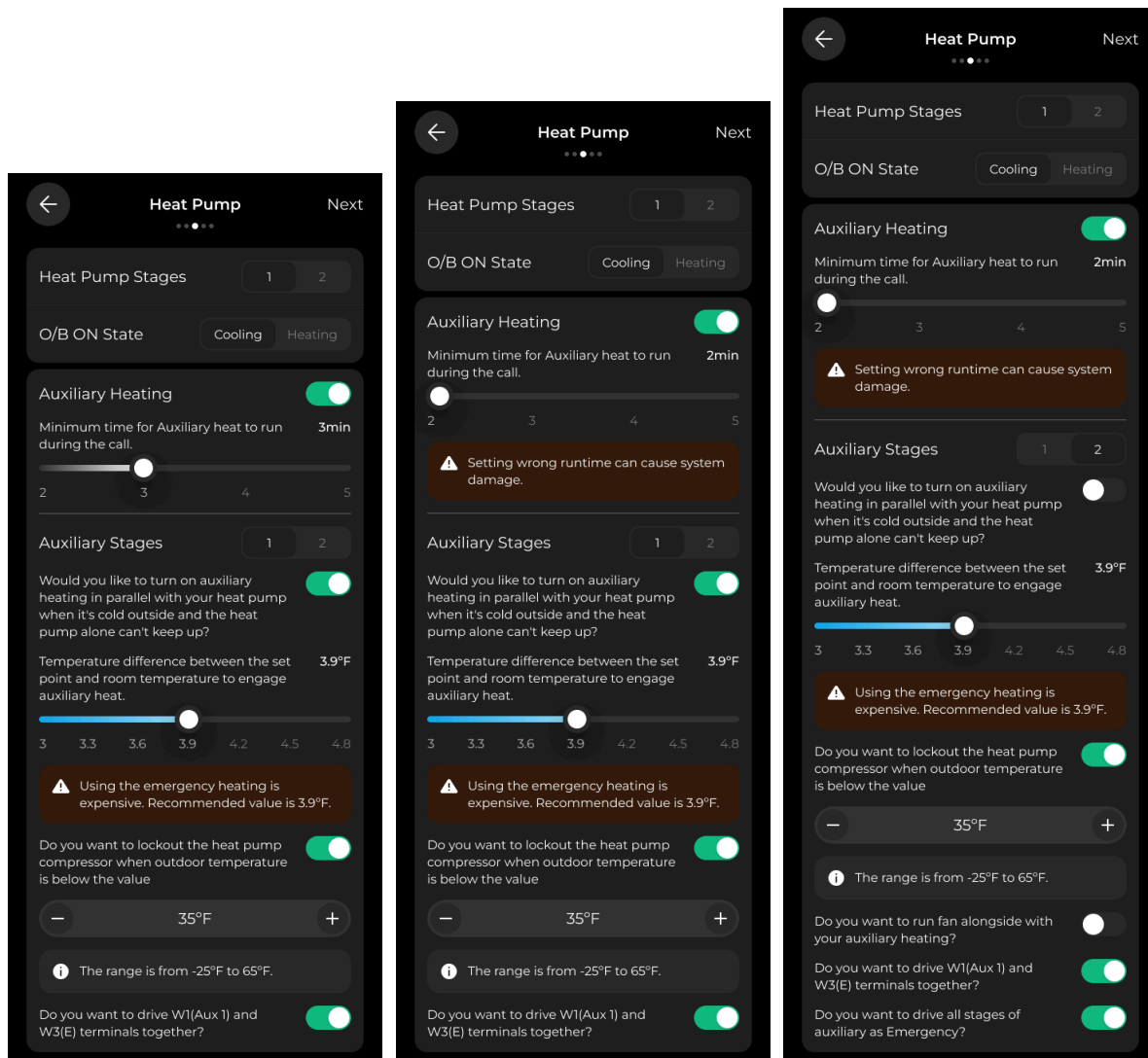
- **Auxiliary and Heat Pump Work in Parallel**

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This refers to cases when a system uses a backup heating source (Aux), such as electric resistance heating, to supplement the heat pump when it cannot reach the desired temperature on its own—typically due to very cold outdoor conditions.

If the **"Yes"** option is selected, the auxiliary heating will activate in parallel with the running heat pump if the heat pump cannot reach the set temperature within 10 to 20 minutes (depending on the heat pump type).

If **"No"** option is selected, the system opens another setting to choose whether to **run the fan alongside auxiliary heat** in heat pump systems.



Dual Fuel Heating

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

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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.

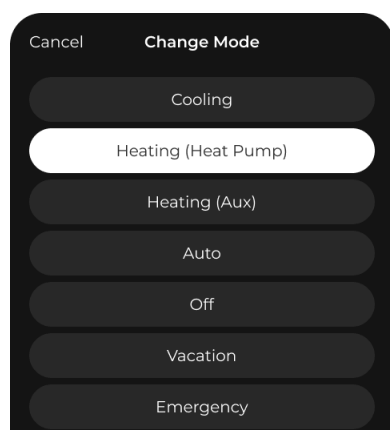
- **Heating Type selection:** Select either Furnace or Boiler
- **Fan Control selection:** Activated when Furnace is selected and contains the following options: By Thermostat and By Furnace
- Yes: The auxiliary heating system will automatically switch on when the primary heat pump is unable to maintain the desired temperature.

For Yes case additional thresholds are added

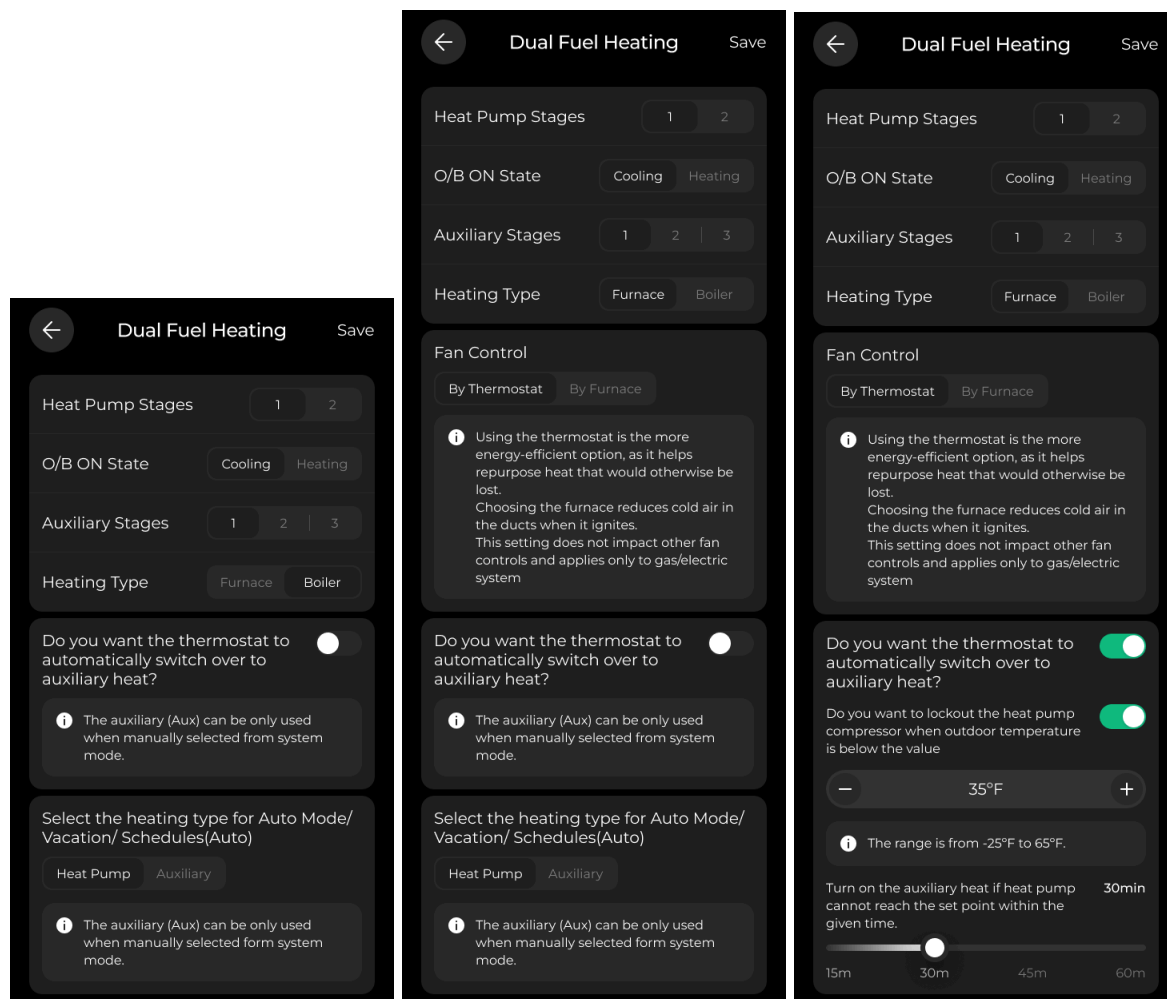
- Lock out the heat pump compressor when the outdoor temperature is below the specified value:
- Turn on the auxiliary heat if the heat pump cannot reach the set point within the given time.
- No: The system will require manual intervention to activate auxiliary heat.

For No case additional selection option is added

- Please select the heating type for Auto Mode/Vacation/Schedules (Auto). This defines how heating will operate in above mentioned modes when the thermostat is in manual control.

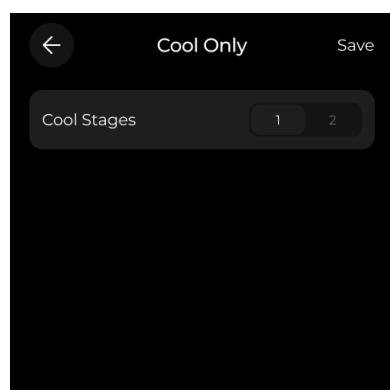


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Cool Only

Tap **Cool Only** for an HVAC system that cools, but does not heat. In the Cool Only page, tap the number **1** or **2** to specify the cool stage.



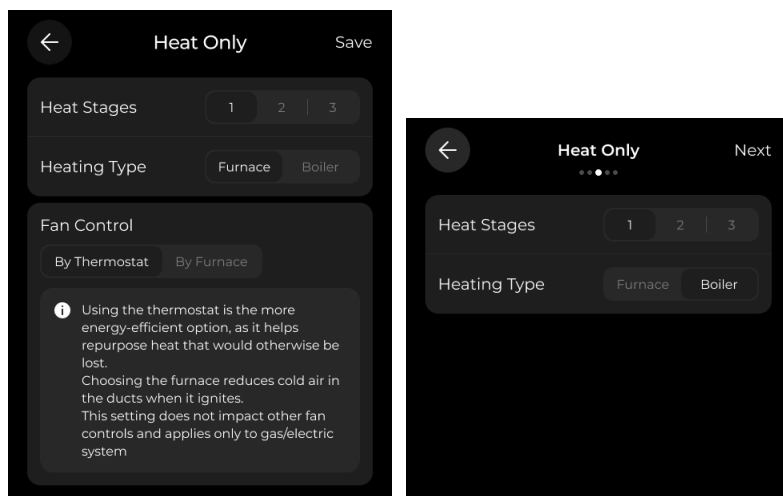
Heat Only

Tap **Heat Only** for an HVAC system the heats, but does not cool. In the Heat Only page, select the following options.

- **Heat Stages:** Select 1, 2, or 3 heating stages.

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- **Heating Type selection:** Select either Furnace or Boiler
- **Fan Control selection:** Activated when Furnace is selected and contains the following options: By Thermostat and By Furnace



System Stages

In the System Setup page, tap **System Stages** to specify the stages and operating parameters for the selected system type:

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:

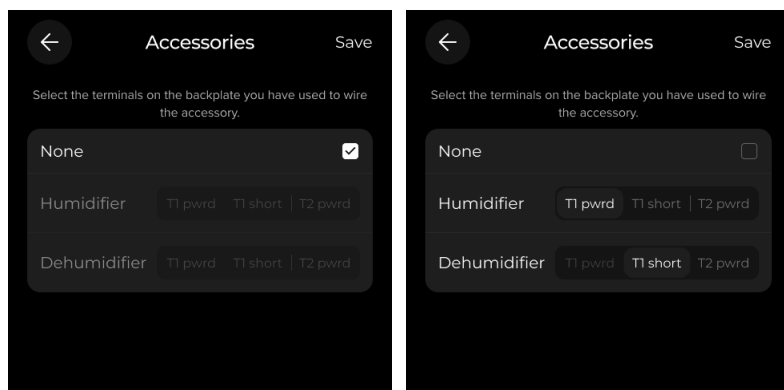
1. In cooling mode, the current temp gets lower than set temp by 1F
2. In heating mode, the current temp gets higher than set temp by 1F

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Accessories

If your system has a humidifier or a dehumidifier, in the System Setup page, tap **Accessories**. In the Accessories page, specify the humidifier/dehumidifier characteristics:

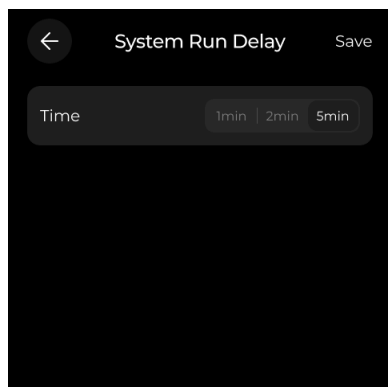
- T1 pwrd:** Select this option if the accessory is powered by HVAC and the corresponding wire is connected to T1P terminal.
- T1 short:** Select this option if the accessory has its own power and the corresponding 2 wires are connected to T1P and T1N terminals.
- T2 pwrd:** Select this option in case of corresponding T2 terminal wiring – see the Wiring section in the Installation Guide (https://nuvehome.com/installation_guide)



General Thresholds -

1. System Run Delay

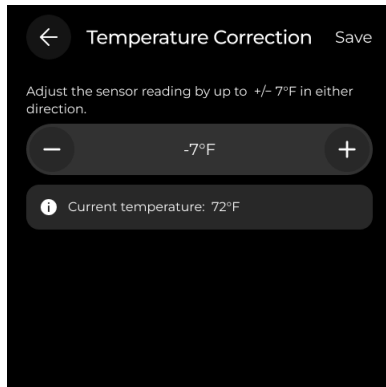
System run delay refers to the rest time that the system imposes when changing between stages or between heating and cooling. The default setting is 5 minutes. To change the default setting, in the System Setup page, tap **System Run Delay**. In the System Run Delay page, tap the delay time: **1min**, **2min**, or **5min**.



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2. Temperature Correction

Temperature Correction allows users to manually adjust the thermostat's internal temperature reading by up to $\pm 7^{\circ}\text{F}$. This is useful when the displayed temperature does not match the actual room temperature due to placement or airflow factors.

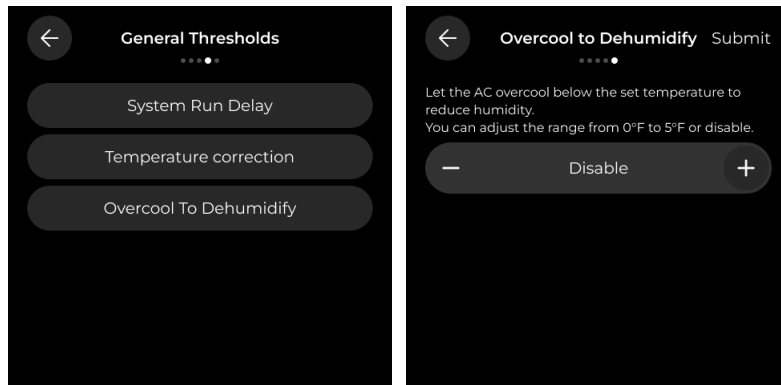


3. Overcool to Dehumidify

Allows the AC to overcool in order to reduce humidity.

This can be configured via Menu \rightarrow Settings \rightarrow System Setup \rightarrow General Thresholds.

The range is from 'Disable' to 5°F , adjustable in 1°F increments



Setting the System Mode

The system mode determines how the HVAC system operates for cooling only, heating only, automatic heating and cooling, vacation, or when off. To set the system mode:

1. In the Menu, tap **System Mode**.
2. In the System Mode page, tap one of the following:
 - **Cooling:** The HVAC system cools, but does not heat.
 - **Heating:** The HVAC system heats, but does not cool.
 - **Auto:** Set a range to use for year-round heating and cooling.
 - **Emergency or Auxiliary**

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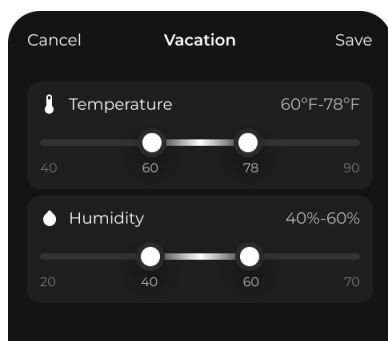
- **Vacation:** Applies vacation temperature and humidity settings. Tap this option before leaving for vacation. When you return, tap this option to resume normal operation. See [Enabling and Disabling Vacation Mode](#).
- **Off:** Turn off the HVAC system for maintenance.

Enabling and Disabling Vacation Mode

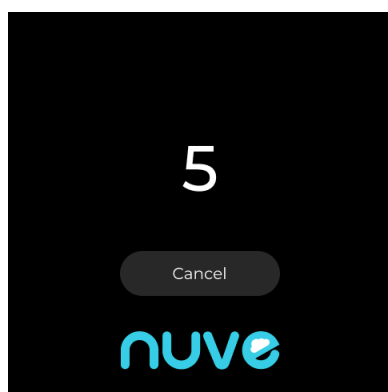
Tapping **Vacation** in the System Mode page opens the Vacation page. From here, you can apply vacation conditions or resume normal operations.

To apply vacation conditions:

1. In the Vacation page, sliders are provided for setting the maximum and minimum temperature thresholds. If your HVAC system has a humidifier and/or a dehumidifier, set the humidity thresholds.

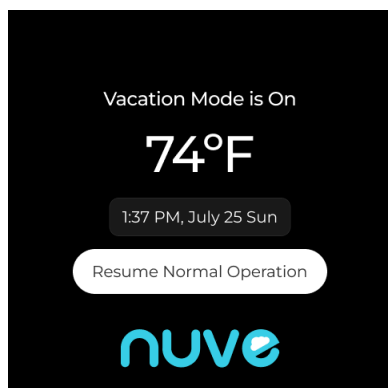


2. Tap **Save** to apply the current vacation mode thresholds or tap **Cancel** to save the threshold values and return to the System Mode menu. If you tap **Save**, the system begins a countdown. When the countdown finishes, the vacation conditions go into effect. At any time during the countdown, you can tap **Cancel** to stop the process.



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3. When you return from vacation, tap **Vacation**. The system prompts you to resume normal operations. Tap **Resume Normal Operations**.



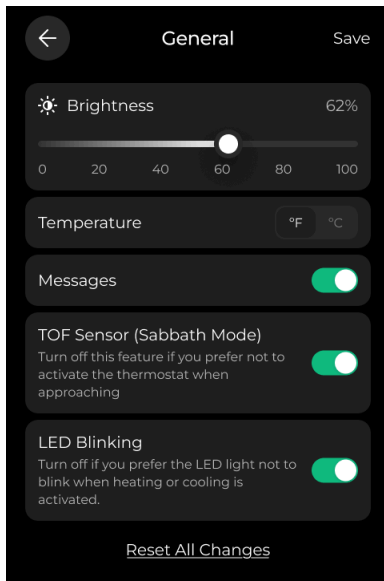
Note: The Vacation Mode setting takes precedence over Schedules. If there is an overlap between the Vacation Mode and the programmed Schedules, the Thermostat will prioritize and operate based on the conditions set within the Vacation Mode.

Configuring Menu Settings

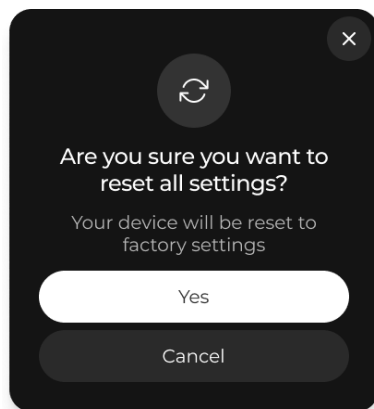
Thermostat menu settings include screen brightness, speaker volume, temperature units, and a 12- or 24-hour clock. To change the thermostat settings:

1. In the Menu, tap **Settings**.
2. In the Settings page, tap **General** to change the following settings:
 - **Brightness:** Slide to the right to increase display brightness.
 - **Temperature:** Tap **F°** for Fahrenheit or **C°** for Celsius.
 - **Messages:** Toggle to turn on and off messages from Contractor.
 - **TOF:** Turn this off if you prefer the thermostat not to activate when you approach.
 - **Sleep Mode logo:** Turn this off if you do not want to see Contractor's logo on Sleep Mode screen
 - **LED Blinking:** Turn off if you prefer the LED light not to blink when heating or cooling is activated.
3. Tap **Reset** to restore the thermostat to factory settings.

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4. When prompted, tap **Yes** to confirm your changes.



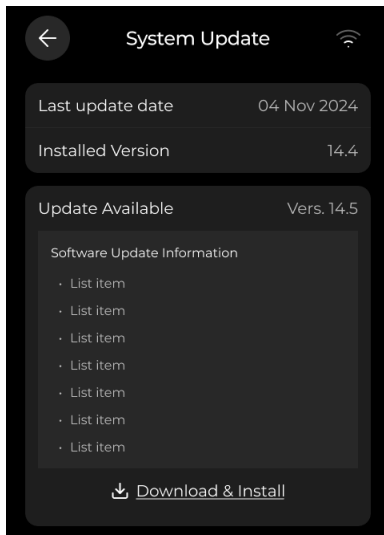
Updating the Software

To update thermostat software:

In the Menu, tap **Update**.

If the Software Update page shows that an update is available, tap **Download & Install**.

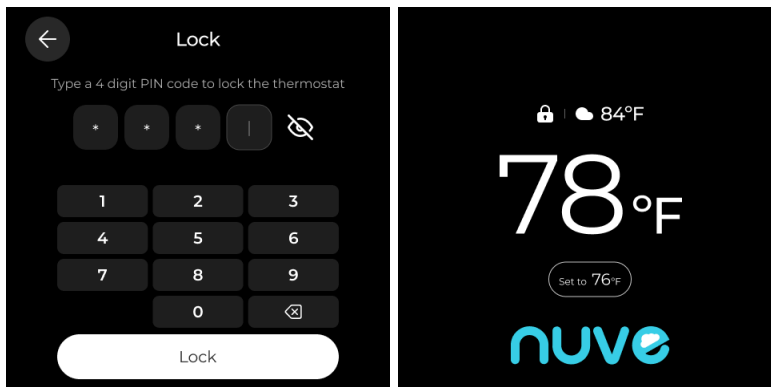
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As soon as the system updates the Device is restarted.

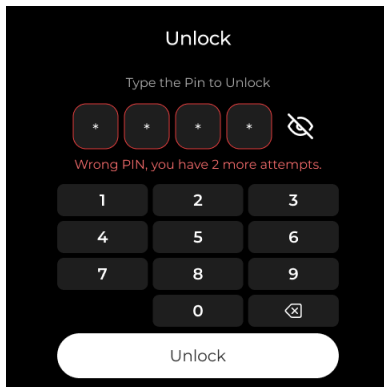
Locking and Unlocking the Thermostat

To lock the thermostat, enter a 4-digit PIN code. Once the PIN code is entered, the thermostat will lock, displaying the Sleep mode screen with a lock icon. Mobile app users can also lock the thermostat from their application (Menu - Lock).



To unlock the thermostat, tap the screen and enter the 4-digit PIN code. If you enter the wrong PIN code, you have two additional attempts. After three incorrect entries, PIN input will be disabled for 2 minutes. You can also unlock your device from the Mobile app (Menu - Unlock.)

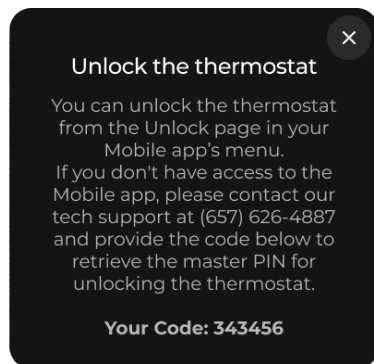
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Emergency unlocking

If you've forgotten your PIN and have used all three attempts, click on the 'Contact Support' icon in the bottom right corner. You'll be directed to the Technician Access page, where you can call the tech support team. Provide them with the 8-digit code to generate a master PIN to unlock your device.

Alternatively, you can disable the lock by unplugging, turning off, or unmounting your thermostat.

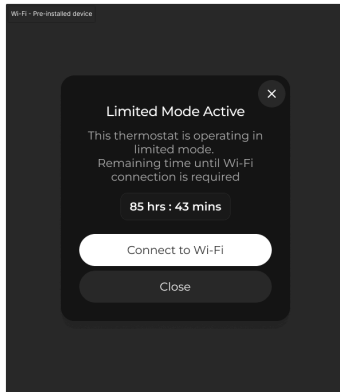


Connecting a Pre-installed without internet device to network

When approaching the pre-installed device with a runtime limit

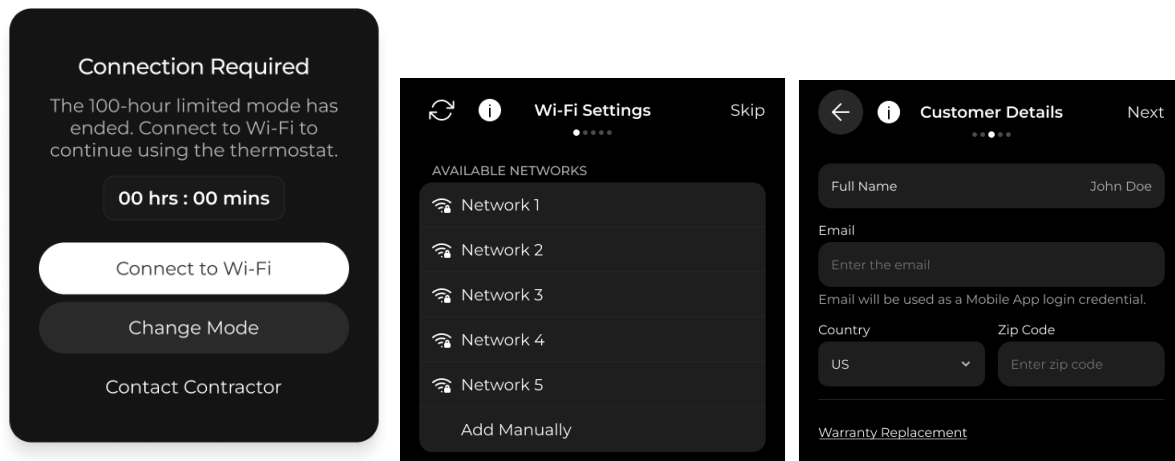
For devices pre-installed without an internet connection, users will see a pop-up message displaying the remaining runtime limit each time they interact with or approach the thermostat. This scenario is common in newly constructed buildings and houses.

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When the pre-installed device limit is over

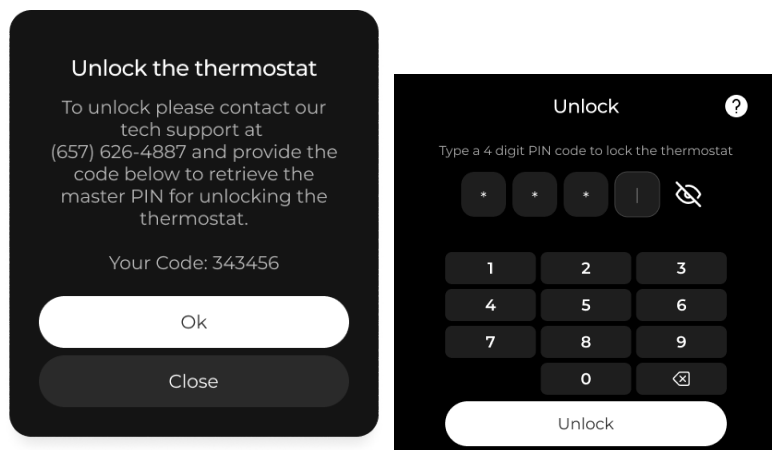
Once the 100-hour runtime limit is exhausted, a pop-up message will prompt users to connect the device to the internet. After connecting, users must review and accept the Privacy Policy and Terms of Use. They will then be required to input an email address and zip code to proceed.



Using the Pre-installed Thermostat Without an Internet Connection


For users who wish to continue using the thermostat without connecting to the network, they can click the "Support" icon on the device and follow the provided instructions.

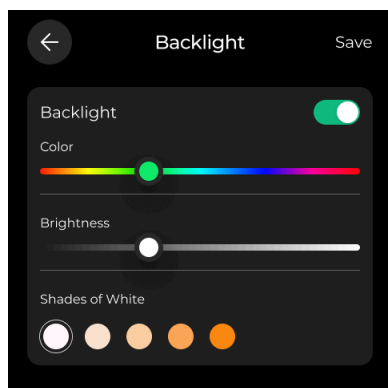
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Configuring the Display

To set the display background color and brightness:

1. In the Menu, tap **Backlight**.
2. In the Backlight page, slide the color and brightness controls to achieve the appearance that you want. To turn the backlight on and off, tap .
3. Tap **Save**.



To change the display content brightness, see [Configuring Menu Settings](#).

Managing Schedules

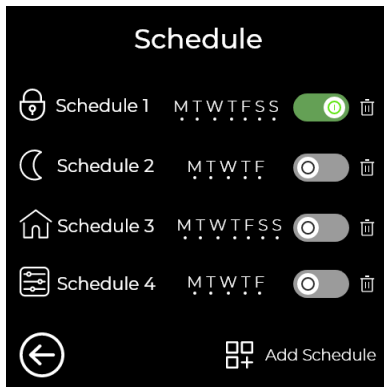
Schedules specify weekly temperature conditions for selected days and times that override the default conditions.

Adding Schedules

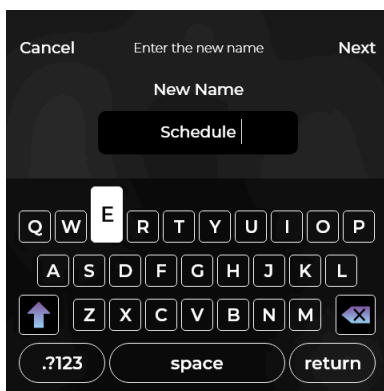
To add a schedule:

1. In the Menu, tap **Schedule**.
2. In the Schedule page, tap **Add Schedule**.

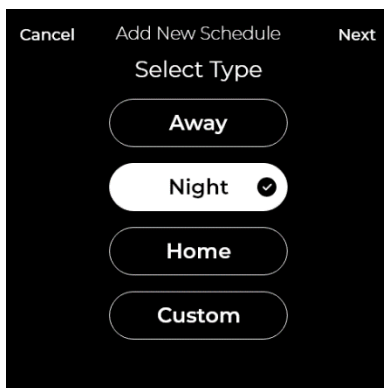
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3. In the New Name page, tap the alphanumeric keys to enter a new name, and then tap **Next**.



4. In the Add New Schedule page, tap a schedule type, and then tap **Next**. To exit the schedule process at any time, tap **Cancel**.



5. In the Time page, tap the time (hour and minutes) when the scheduled temperature should start and end. Tap **AM** or **PM**, and then tap **Next**.

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Cancel Add New Schedule Next

Start Time: 14 30

☐ AM 15 31

☒ PM 16 32

End Time: 14 30

☐ AM 15 31

☒ PM 16 32

The minimum scheduling time duration is 2 hours

6. In the Repeat page, tap the days of the week for which you want to apply the schedule, and then tap **Finish**. If there is a schedule overlap, the system prompts you to save and activate the new schedule (**Save Enabled**) or save the new schedule, but leave the current schedule active (**Save Disabled**).

Cancel Add New Schedule Finish

Repeat

S M T W T F S

☐ ☒ ☐ ☐ ☐ ☐ ☐

Your schedule is overlapping with <Schedule name>. If you wish to activate this schedule, click 'Save enabled.' Otherwise, click 'Save disabled' to keep the schedule deactivated.

Save Enabled Save Disabled

7. In the Temperature page, move the slider to the scheduled temperature point or range, and then tap **Next**.

Cancel Add New Schedule Next

Temperature

Heat to 72°F Cool to 75°F

Heat to - Heating will be turned off when the indoor temperature is above this value. Cool to - Cooling will be turned off when the indoor temperature is below this value.

After activation the schedule will override the current Auto mode temperature settings.

Cancel Add New Schedule Next

Temperature

Heating schedule - to set the heat setpoint for the selected period

68°F


Cancel Add New Schedule Next

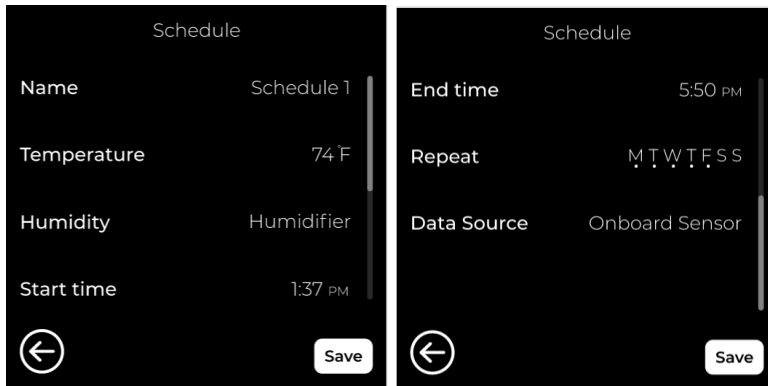
Temperature

Cooling schedule - to set the cool setpoint for the selected period

74°F

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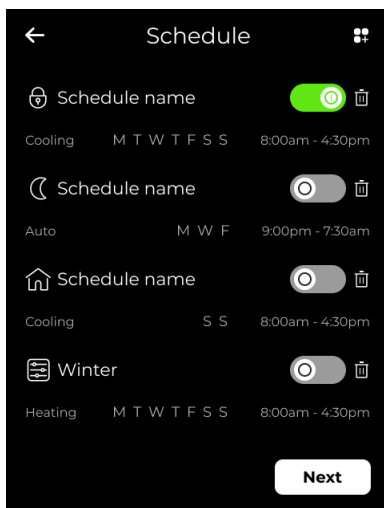
- The system shows a summary of the new schedule. Scroll up/down to view the schedule details. Tap **Save** to save the schedule or tap  to back out.



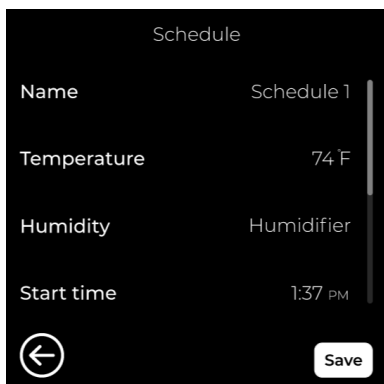
Editing a Schedule

To edit a schedule:

- In the Menu, tap **Schedule**.
- In the Schedule page, tap a schedule name.



- In the Schedule page, tap a schedule property.



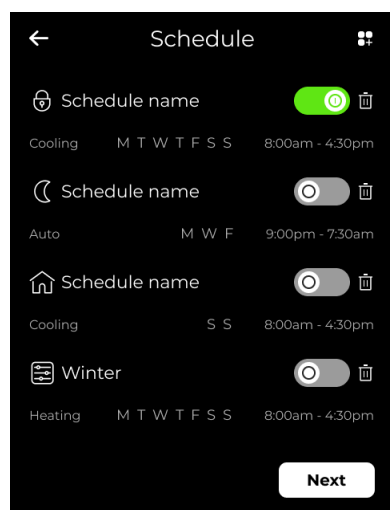
- In the Property page, make the desired changes, and then tap **Next**.
- In the Schedule page, tap **Save**.

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Activating a Schedule

To activate a schedule:

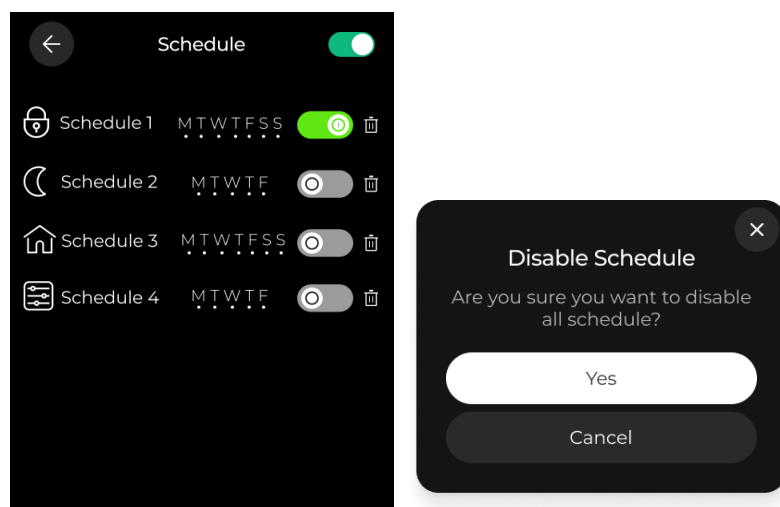
1. In the Menu, tap **Schedule**.
2. In the Schedule page, choose a schedule, and then enable the activation switch.



Pausing the Active Schedule

To pause the active schedule and restore normal conditions:

In the Schedule page, tap the turn on/off toggle at the top and confirm on the opened pop-up message.



Mode Changing - Effect on schedules

When switching between modes (e.g., from Heating or Cooling to Auto, or vice versa), the set temperature range will remain unchanged. However, when changing from Cooling to Heating or from Heating to Cooling, any active schedule(s) for the current mode (e.g., Heating) will be disabled.

Example 1: Changing from Cooling or Heating to Auto

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If the thermostat is in Cooling mode, and the user sets a schedule with a temperature range of 72°F - 75°F, switching to Auto mode will cause the thermostat to operate accordingly: heating when the temperature drops below 72°F and cooling when it rises above 75°F.

Example 2: Changing from Auto to Cooling or Heating

In this case, the temperature range remains the same, but the schedule will adjust to the new mode. This ensures that the current mode (Cooling or Heating) remains active, while keeping the set temperature in place.



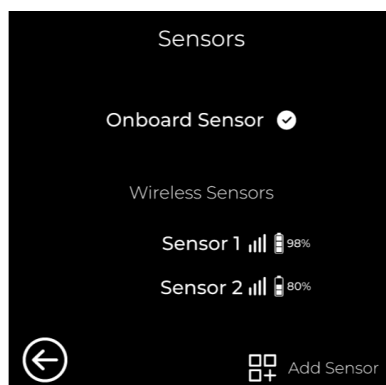
Managing Sensors - Coming Soon

Managing sensors consists of viewing sensor data, editing sensor name, editing sensor location, and adding a sensor.

Viewing Sensor Information

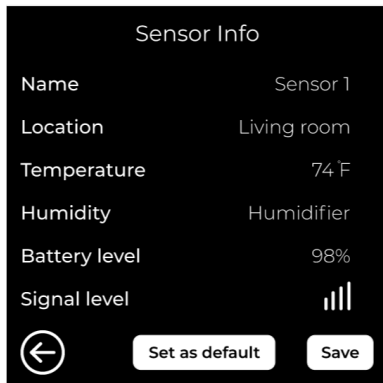
To view sensor information:

1. In the Menu, tap **Sensors**.
2. In the Sensors page, tap the sensor whose information you want to view.



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The sensor information appears on the Sensor Info page.

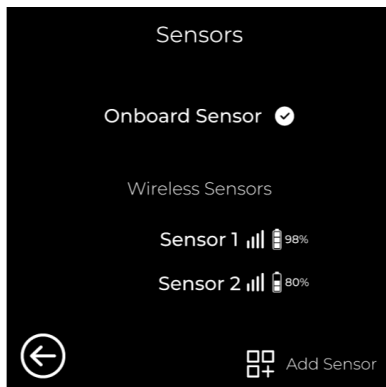


1. The Sensor Info page shows the updated sensor information. Tap **Save**.

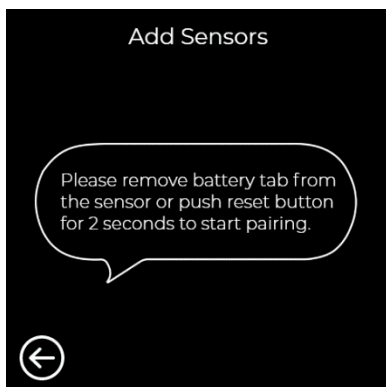
Adding a Sensor

To add a remote sensor:

1. In the Menu, tap **Sensors**.
2. In the Sensors page, tap **Add Sensor**.



3. Pair the sensor with the Nuve thermostat. The system prompts you to remove the battery tab from the sensor or press and hold the reset button for two seconds.

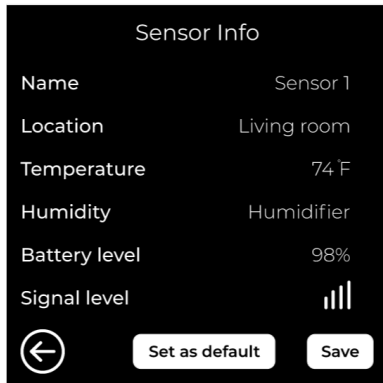


Editing the Sensor Name

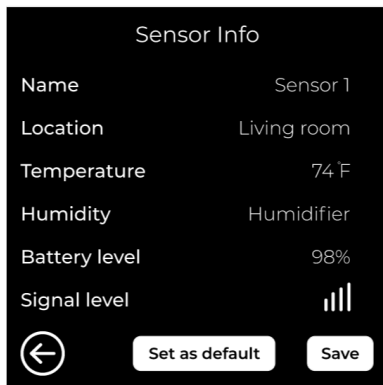
To edit the sensor name:


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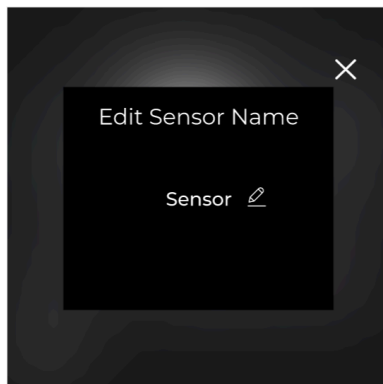
2. In the Menu, tap **Sensors**.
3. In the Sensors page, tap the sensor that you want to edit.



4. In the Sensor Info page, tap the **Location** field.



5. In the Edit Sensor Name page, tap the edit icon .



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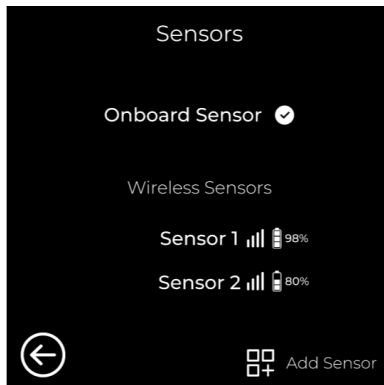
6. In the New Name page, tap the alphanumeric keys to enter a new name, and then tap **Save**.



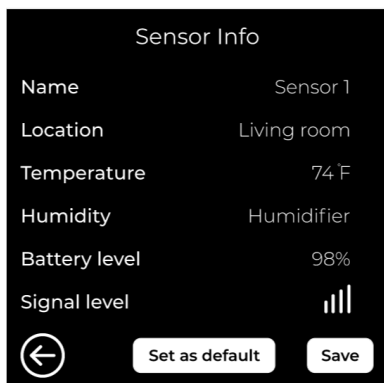
The Sensor Info page shows the updated sensor information. Tap **Save**.


Editing the Sensor Location

1. In the Menu, tap **Sensors**.
2. In the Sensors page, tap the sensor that you want to edit.

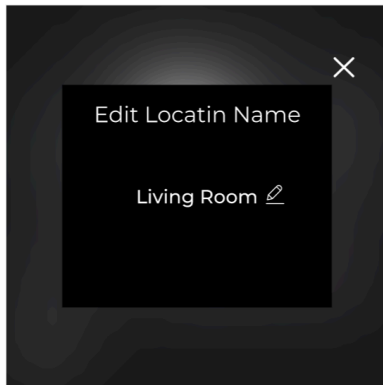


3. In the Sensor Info page, tap the **Location** field.

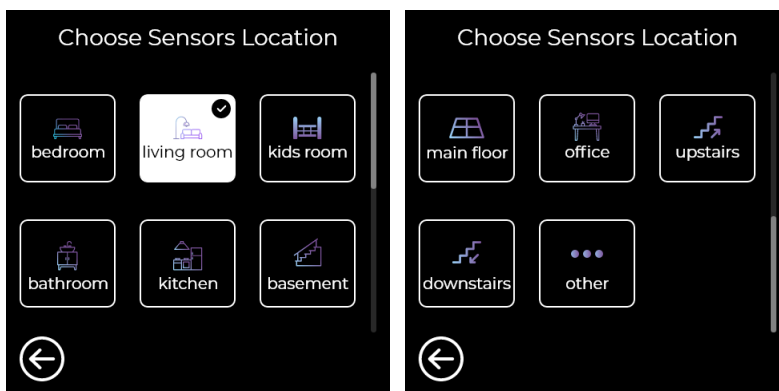


4. In the Edit Location Name page, tap the edit icon .

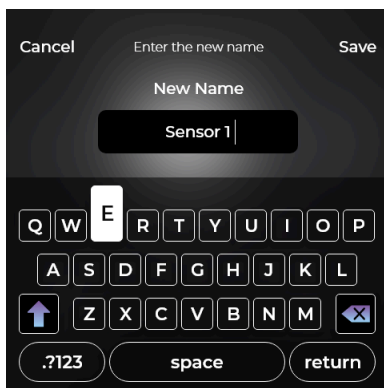
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5. In the Choose Sensors Location page, tap the sensor location.

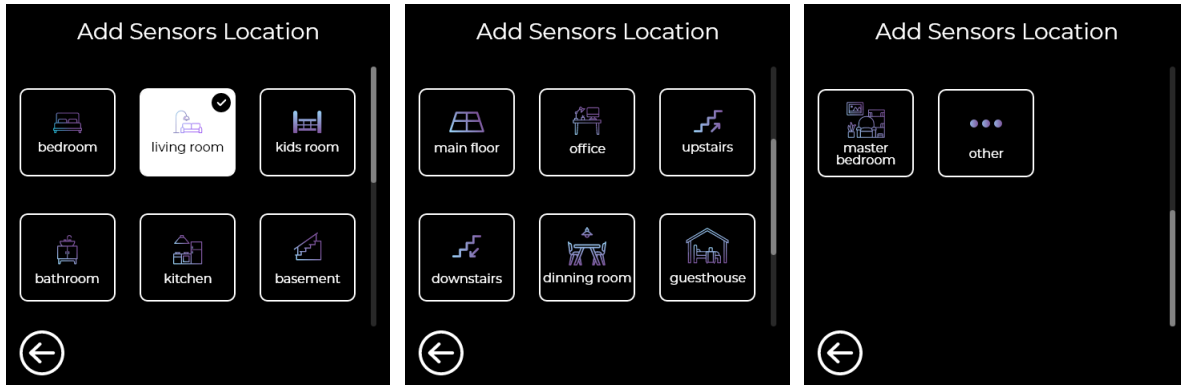


4. When the sensor pairs with the thermostat, the system prompts you to name the sensor. Enter a name for the sensor, and then tap Save.



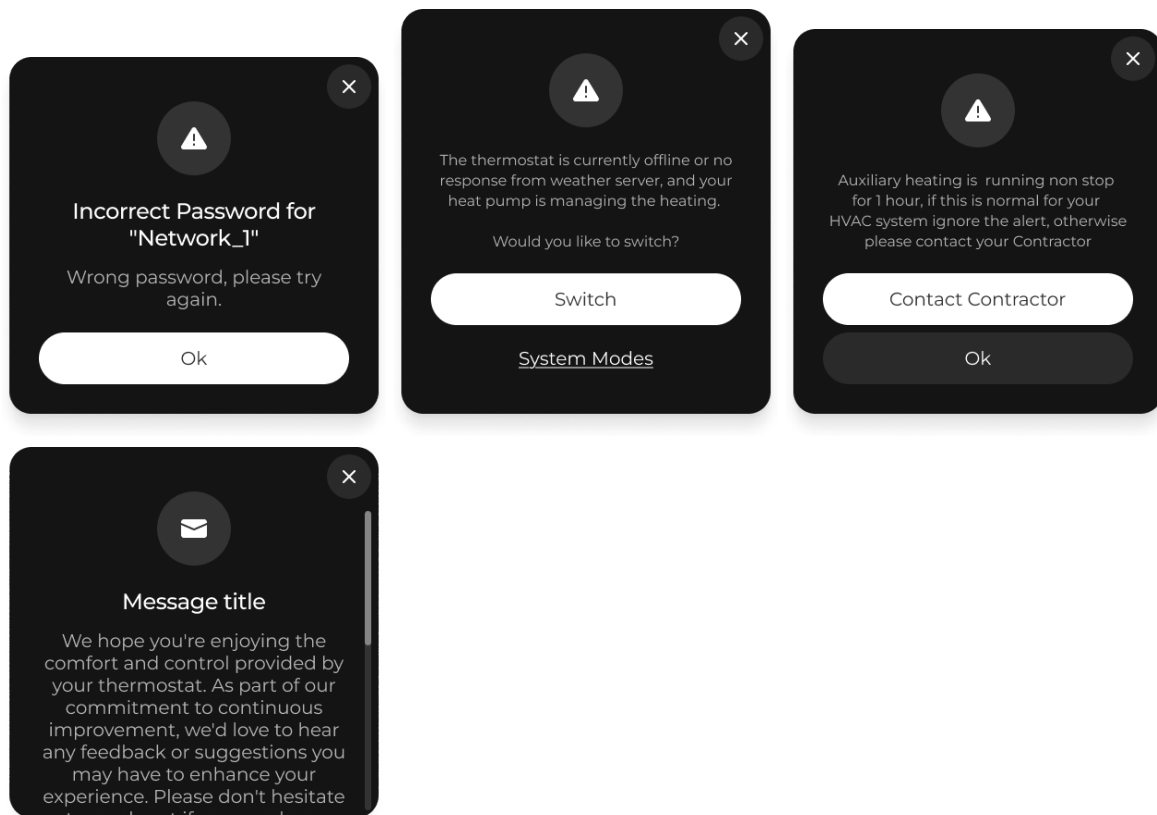
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5. In the Add Sensors Location, tap a location option. Scroll to see all of the location options.



Alerts and Messages

To display the list of alerts and notifications, tap Alerts/Notifications in the main menu. In the Alerts/Notification page, tap on selected entries to display more information.



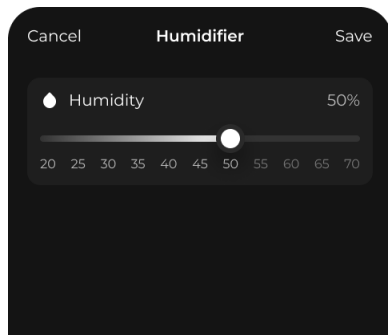
Messages are informative or advertising notes created by contractors and delivered to their customers. These messages are displayed on the main screen of the device.

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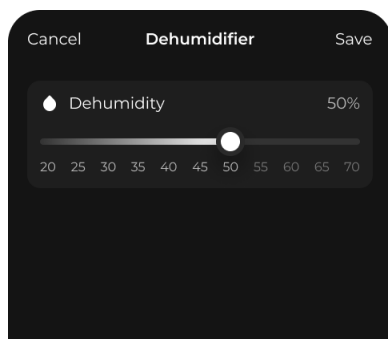
Setting Humidity Range

If your HVAC is equipped with a humidifier and/or a dehumidifier, you can set the humidity range:

1. In the Menu, select **Humidity Control** or **tap the current humidity icon** on the main screen of the thermostat .
2. In the humidifier page, move the slider to set the humidity percentage below which to humidify the air.



3. In the dehumidifier page, move the slider to set the humidity percentage above which to dehumidify the air. When you are done, click Save.

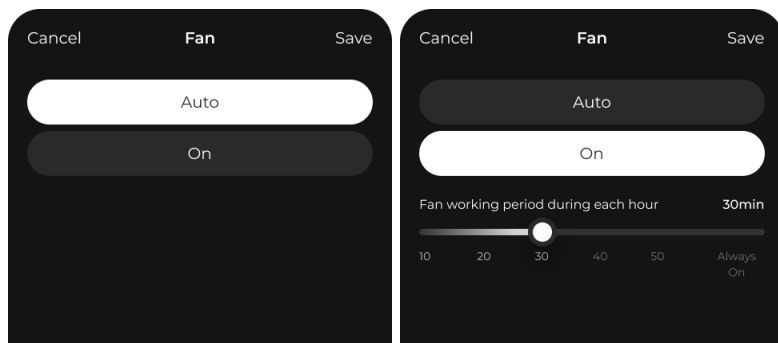


Setting the Fan Duty Cycle

To set the fan duty cycle:

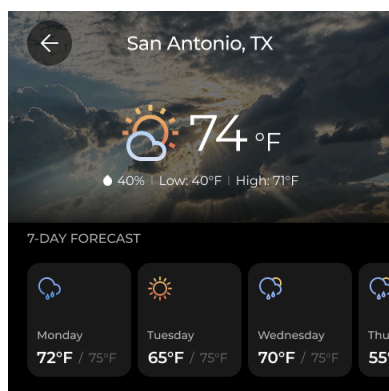
1. In the Menu, tap **Fan Control**.
2. In the Fan page, do one of the following:
 - Tap **On** to run the fan selected time within 1 hour or continuously.
 - Tap **Auto**, and then move the slider to specify the working period during each hour.

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7-Day Weather Forecast on the Thermostat

Thermostats now display a 7-day weather forecast with icons and conditions. Tapping the outdoor temperature icon, which also shows the weather condition, reveals the full forecast.



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.

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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 Setting the System Mode 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)

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 Malfunction	Sensor	Sensor malfunction: inaccurate temperature data.	Ensure the thermostat is properly placed away from direct sunlight, heat sources, or drafts.

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System Efficiency		<p>The system efficiency alert triggers when the system is struggling to heat or cool the room.</p> <p>For example if there is a need to cool the room instead the temperature goes up or remains stable or the vice versa.</p>	<p>Check and replace your air filter if dirty</p> <p>Make sure vents are open and unobstructed</p> <p>Make sure you do not have open windows and doors to affect temperature rising or dropping</p> <p>If using a heat pump, consider switching to Auxiliary Heat during very cold weather</p> <p>Restart the thermostat or system if recently modified</p> <p>Contact your HVAC contractor for a system checkup</p>
Humidity Sensor Malfunction	Sensor	Sensor malfunction: inaccurate humidity data.	Verify that the thermostat is positioned correctly, avoiding areas prone to moisture or extreme dryness.
Air quality Sensor Malfunction	Sensor	Sensor malfunction: inaccurate or no data was sent.	Ensure proper ventilation in the area to prevent CO2 buildup that might affect sensor readings.
Incorrect Wiring Connection		Wiring problem causing sensor malfunction.	<p>Carefully inspect the thermostat's wiring connections to ensure they are correctly matched according to the wiring diagram provided in the installation manual.</p> <p>If any wires are found to be improperly connected, contact your service provider.</p>
No Internet Connection		No internet connection available for thermostat.	<p>Verify that the Wi-Fi network is functional and that the thermostat's network settings are correctly configured.</p> <p>Restart the router to ensure it's functioning properly and try connecting the thermostat again.</p> <p>If the problem persists, try resetting the thermostat's network settings and set up the connection again.</p>
No Wi-Fi Connection		Thermostat lost Wi-Fi connection: needs reconnection.	<p>Access the thermostat's settings to reconnect it to the Wi-Fi network by following the manufacturer's instructions.</p> <p>If the thermostat still doesn't connect, consider resetting the thermostat's network settings and setting up the Wi-Fi connection from scratch.</p> <p>Ensure that the thermostat is within range of a stable Wi-Fi signal.</p>
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.

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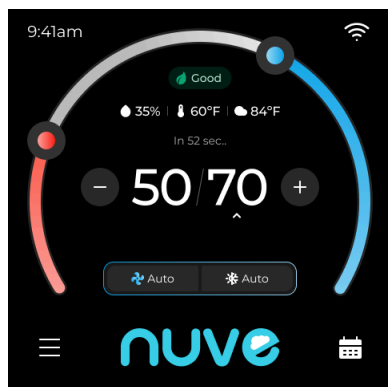
High Temperature	High Temperature	To prevent home damage due to excessive heat you will be alerted if the temperature in the home is above this level.
Low Temperature	Low Temperature	To prevent home damage due to freezing you will be alerted if the temperature in the home is below this level.
High Humidity	High Humidity	Sets the percentage of relative humidity at which your thermostat will generate a Low/High Humidity Alert.
Low Humidity	Low Humidity	
Aux running too long	Auxiliary heating is running non stop for 1 hour, if this is normal for your HVAC system ignore the alert, otherwise please contact your Contractor	Alerts you if the Auxiliary heat source runs for more than 1 hour non stop it can mostly be a reason when HVAC is not working fine or because of cold weather outside.

If the issues still persist or you have questions, consider contacting NUVE support team via https://Nuvehome.com/support_

Requesting Service

You can request service for your thermostat from your contractor through the user interface. To request service on your thermostat:

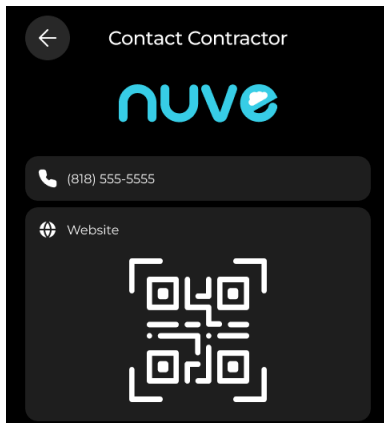
1. Tap the contractor logo on the Home Page.



From the contractor page, you can also do the following:

- Scan the QR code with a smart device to open the contractor website.
- Contact the Contractor via phone number.
- Scan the QR code to schedule an appointment to find the nearest contractor.

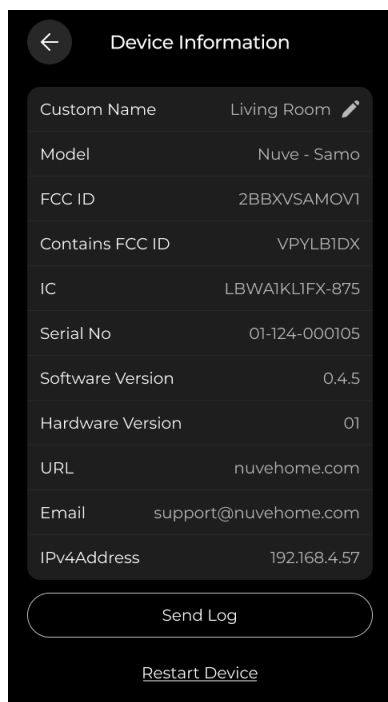
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Displaying Thermostat Information

- To display thermostat information, tap About Device in the main menu. The following information is available:
 - Model
 - FCC ID
 - Contains FCC ID (related to Wi-Fi module that also has own FCC ID)
 - IC
 - Serial Number
 - Custom Name
 - URL
 - E-mail address
 - Software version
 - Hardware version
- Send Log button (to send data logs from device to manufacturer for troubleshooting)
- Restart device button

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FCC Regulations

1. FCC Compliance Information:

Regulatory Compliance:

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

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

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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2. FCC Radiation Exposure Statement:

Radiation Exposure:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. For optimal safety, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Transmitter Placement:

To ensure compliance with FCC regulations, this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Remember to integrate this information seamlessly into your User Manual, making sure it is easy to understand and clearly visible for users. Always prioritize the safety and proper usage of your product