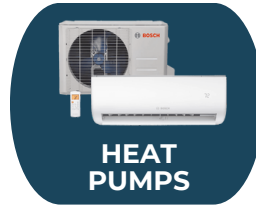




1Click Heating and Cooling is Canada's most successful, truly national ecommerce-based supplier of heat pump technology for Canadian homeowners.

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Easy control with downloading the ecobee app on your smartphone for simple remote control and additional features like scheduling and energy usage reports.

### Why an electric heat pump?

- Embracing an eco-friendly and cost-effective future with optional financing solutions.
- Heat pumps regulate your home temperature by extracting the warmth outside and bringing it into the home and vice versa, depending on the climate.
- Heat pumps work efficiently in all climates, providing both heating in winter and cooling in summer.



## Service Manual

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## What is a Hold?

### Manual Hold

On the ecobee Thermostat

- Tap the displayed temperature to bring up the temperature selector screen.
- Use the + and – buttons or swipe up and down to increase or decrease the setpoint to the desired level.
- Tap the selected temperature to place the hold.

On the ecobee app

- Tap Home > Tap the Thermostat > Tap on the displayed temperature to use the + and – buttons or swipe up and down to increase or decrease the setpoint to the desired level. Then tap the highlighted number to place the hold.

### Comfort Setting Hold

If you want to engage a particular Comfort Setting outside of your normal schedule, you can enable a Comfort Setting Hold.

On the ecobee Thermostat

- Go to Main Menu > then select your desired Comfort Setting from the drop-down menu.

On the ecobee app

- Tap Home > Tap the Thermostat > Tap the Toggle in the bottom right then select your desired comfort setting.

### Hold Duration

You can change your Hold duration preference to hold for 2 hours, 4 hours, Until the Next Scheduled Activity, Until I Change It, or Decide at the Time of Change.

On the ecobee Thermostat

- Go to Main Menu > General > Preferences, then Hold action

On the ecobee app

- Tap Home > Tap the Thermostat > Menu > Device Settings then, Hold Action

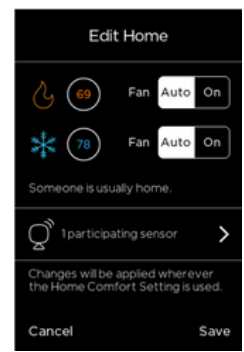
### Cancel Hold

Tap the small x icon in the Hold bubble to cancel the Hold and resume your schedule.

## Setting up the temperature

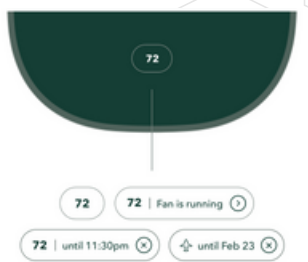
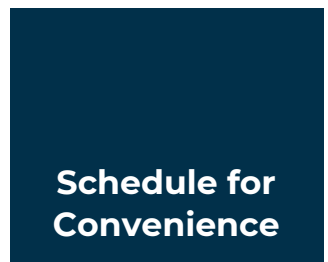
### Adjust Manually:

Tap the thermostat screen to wake it up. Slide your finger up or down on the right side of the screen to set your desired temperature.



### Use the App:

Open the ecobee app on your smartphone. Select your thermostat and adjust the temperature by dragging the slider to your preferred setting.



Set a daily or weekly schedule in the app to automatically adjust temperatures based on your routine, ensuring comfort while optimizing energy use.

## How to enable Auto Heat/Cool on your ecobee Thermostat

### On the thermostat:

- Go to the Main Menu Hamburger menu icon > General Settings icon > Settings > Installation Settings > Thresholds > Auto Heat/Cool, then select Enable.
- Once it is enabled, you can activate Auto mode by navigating back to the Home screen and selecting the System mode icon HVAC auto icon above the temperature. You can also activate Auto mode by performing the same action from the Thermostat Home Screen in the ecobee app.

### How it works

- The ecobee displays two setpoints: one for cooling (blue) and one for heating (orange).
- If the temperature exceeds the cooling setpoint, the ecobee activates the cooling equipment to lower the temperature. If the temperature drops below the heating setpoint, the ecobee activates the heating equipment.

### Temperature delta

- The delta is the temperature difference between the heating and cooling setpoints. The default minimum delta is 5°F/2.8°C. This can be set from 2°F/1.1°C to 10°F/5.5°C.

### On the thermostat:

- Go to the Main Menu Hamburger menu icon > General Settings icon > Settings > Installation > Thresholds, then Heat/Cool Min Delta.