

# User Guide

## ecobee3

Note: This is a condensed version of the manual. To see the full manual, please visit [concordpacific.com/customer-care/](http://concordpacific.com/customer-care/)

©2014 ecobee

250 University Ave | Suite 400  
Toronto | Ontario | M5H 3E5  
Canada Toll free 1.877.932.6233  
[www.ecobee.com](http://www.ecobee.com)  
e3-UG-R001

## Web Portal

Once registered (page 8), you can log in to your web portal and manage your ecobee3 from your computer or tablet.

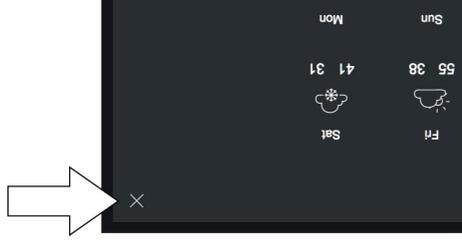


From the web portal, you can:

- Control current temperature and operation
- Adjust your schedule
- Set vacation periods
- View the weather forecast for your area
- Set thermostat preferences
- Manage all your ecobee thermostats
- Save energy with HomeIQ and insights

To access your customized web portal, visit [ecobee.com](http://ecobee.com) and click on the **Login** link.

To select a tile, touch or click on it. To close a tile and return back to the main screen, touch or click  (top-right corner).



## Guided Setup Process

The Installation Guide that ships with your ecobee has the necessary instructions to wire up and install your device. After installing your ecobee3 thermostat on the wall and powering it up, you will be guided through the first-run process. Complete these steps to get it configured and connected online so you can make use of all its smart features.

This will take you through the following steps:

- Wiring configuration and equipment configuration
- Setting your preferences
- Wi-Fi configuration
- Registering your ecobee3

If you make a mistake at any time or want to review a setting, you can touch Back to display the previous screen.

## Step 1. Wiring Configuration

Your ecobee3 automatically detects and displays which wires are connected to it when it first powers on. It will warn you if you've wired a configuration that it doesn't recognize. If the reported connections are different than what you have actually connected, call ecobee support for guidance. Touch Next to continue.

## Step 2. Accessory Confirmation

Your ecobee3 will ask if you have any accessories like humidifier, dehumidifier, or ventilator connected to it. Touch Yes if you have one of these devices; otherwise touch No. If you selected Yes, you will need to specify if the accessory is internally powered:

- Touch Yes if your accessory is externally powered (i.e. the ecobee3 does not provide power to it). This is the case if there are connected to both ACC+ and ACC-.

- Touch No if your accessory receives power from your ecobee3. There will be a single wire to ACC+.

*Need Help? See page 32 for information on how to determine your accessory device's power configuration.*

Touch Next to continue.

### Step 3. Temperature Preference Setup

Your ecobee3 will ask you to select Fahrenheit or Celsius as your preferred temperature units. Touch Next to continue.

### Step 4. Equipment Configuration

Your ecobee3 will ask you to configure your equipment. Depending on your wiring, different options will be available. These options will configure basic system operation as well as optimize the system for your specific type of equipment.

Review the list to see if any devices require additional configuration ("Configuration needed") and if the default settings are valid.

Once you are done, touch Next to continue.

#### Heat Pumps

If you have a heat pump installed:

1. Select the heat pump menu.
2. Select Air to Air or Geothermal depending on the type of your heat pump system
3. Specify what the heat pump runs when the O/B Reversing Valve is engaged: On Cool runs cooling when O/B engages (most cases), or On Heat runs heating when O/B engages.
4. Touch Next. You will be returned to the Equipment configuration menu.

#### Furnaces/Boilers

If you have a furnace or boiler installed:

1. Select the heating menu.

#### Humidifier

If you have a humidifier installed:

1. Select Accessory menu.
2. Select Humidifier.
3. Touch Next.
4. Select the type of humidifier you have: Evaporative or Steam. If unsure, select Evaporative.
5. Touch Next. You will be returned to the Equipment configuration menu.

#### Dehumidifier

If you have a dehumidifier installed:

1. Select Accessory menu.
2. Select Dehumidifier.

#### Fans

If your furnace uses forced air, you may configure fan operation:

1. Select Fan menu.
2. Select Fan operation:
  - Thermostat: Your ecobee3 thermostat controls the fan during heat and cool cycles.
  - HVAC: Your equipment controls the fan during heat and cool cycles (typical configuration).
3. Touch Next. You will be returned to the Equipment configuration menu.

3. Touch Next. You will be returned to the Equipment configuration menu.

2. Configure the heater type:
  - Furnace: Optimizes ecobee3 for systems using forced air
  - Boiler: Optimizes your ecobee3 for systems using radiators or in-floor heat.

3. Touch Next.
4. Select Open if the dehumidifier is active when the relay is open; otherwise select Closed. If unsure, select Closed (if the dehumidifier runs when it shouldn't, you can change this option in the Equipment Configuration menu (page 24).
5. Touch Next. You will be returned to the Equipment configuration menu.

### Ventilators (ERV/HRV)

If you have a ventilator (ventilator, ERV or HRV) installed:

1. Select Accessory menu.
2. Select Ventilator.
3. Touch Next.
4. Select the type of ventilator you have installed: Ventilator, Energy Recovery Ventilator or Heat Recovery Ventilator.
5. Touch Next.
6. Select the preferred minimum runtime (min/hr) when your home is occupied and the runtime for when your home is unoccupied. If unsure, keep the default 20 min/hr value or contact a professional.
7. For HRVs, select whether or not you would like to use it to dehumidify in winter.
8. For Ventilators, select whether or not you would like to enable free cooling.
9. Touch Next. You will be returned to the Equipment configuration menu.

### Step 5. Name Your Thermostat

After configuring your equipment, you will be prompted to give your ecobee3 a name. Select a name from the list or enter your own using the on-screen keyboard.

This name will appear in your web portal, so pick a name that makes it easy to identify your thermostat (this is especially important if you have more than one in your house).

Touch Next to continue.

### Step 6. Configure Ideal Temperatures

Next, slide the set-point bubble up and down to select the preferred, normal temperature for your home during winter and summer (touch Next after each). This setting will be used to generate the default comfort settings.

### Step 7. Select Current HVAC System Mode

Select the operating mode of your HVAC equipment. For example, if you want to set your HVAC system to heat, select Heat. If you do not want the system to run, select Off.

Touch Next to continue.

### Step 8. Configure Sensor Settings

Your ecobee3 includes sensors that can determine when you are home. You can have your thermostat automatically go into energy savings mode when you are away. For a detailed description of how the settings work, see page 13.

1. Enable or disable Smart Home/Away setting. If enabled, your ecobee3 senses when you are home during a scheduled Away period, or away during a scheduled Home period, and will automatically override your scheduled settings to maximize comfort and savings.
2. Touch Next to continue.

### Step 9. Wi-Fi Configuration

To get the most out of your ecobee3, it needs to connect to your home's Wi-Fi network.

Touch Next to configure your network settings. If you do not want the ecobee3 to connect to the Internet, touch Skip and confirm the action by pressing Next.

When configuring your network settings, your ecobee3 will display a list of all visible Wi-Fi networks along with their signal strength. If your network has weak signal strength, try moving your router closer to the ecobee3.

If your network appears in the list

1. Select your network from the list

2. Touch Next.

3. Enter your password, if prompted.

4. After connecting to the Internet, your ecobee3 will

register itself with the ecobee servers and provide you

with a 4-digit registration code.

5. Write down the 4-digit code. **You will need it when registering your ecobee3 (You can register from either ecobee's Mobile App or Web Portal).**

If it's not listed, select *My network is not visible* and touch Next (you will have to enter your network parameters manually, including the SSID).

1. If your network is password-protected, enter the

password.

2. This will take you through the manual Wi-Fi set-up process

where you will have to enter in information about your

network such as if it's a DHCP or a static IP, the network

SSID name, the encryption, the password etc.

3. After connecting to the Internet, your ecobee3 will

register itself with the ecobee servers and provide you

with a 4-digit code.

4. Write down the 4-digit code. **You will need it when registering your ecobee3 (You can register from either ecobee's Mobile App or Web Portal).**

Touch Next to continue.

## Step 10. Date & Time

The Date & Time screen lets you configure your time zone

settings. If you didn't configure Wi-Fi in the previous step, you

may need to reconfigure the current time and date. These

settings are required in order for the scheduling features of your

ecobee3 to work properly.

If Wi-Fi is configured:

1. Touch Time zone.

2. Select your country from the list and touch Next.

3. Select your time zone by picking the name of the nearest

community from the list.

4. Touch Next.

5. Touch Next to continue.

If Wi-Fi is not configured:

1. Touch Date.

2. Slide up and down to set the current date and touch

Save

3. Touch Time.

4. Slide up and down to set the current time and touch

Save.

5. Touch Time zone.

6. Select your country from the list and touch Next.

7. Select your time zone by picking the name of the nearest

community from the list.

8. Touch Next.

9. Touch Next to continue.

## Step 11. Web Portal/Mobile App Registration

After setting up Wi-Fi on your ecobee3 and obtaining the

registration code, you need to configure your account from

either the ecobee3 Mobile App or the Web Portal.

To register from the Web Portal:

1. From a web browser, visit [www.ecobee.com](http://www.ecobee.com)

2. Click on the **Register** link.

3. Follow the on-screen instructions to register your account.

To register from the Mobile App:

1. Download the app to your iPhone or Android device

from the respective app store.

2. Launch the ecobee3 app.

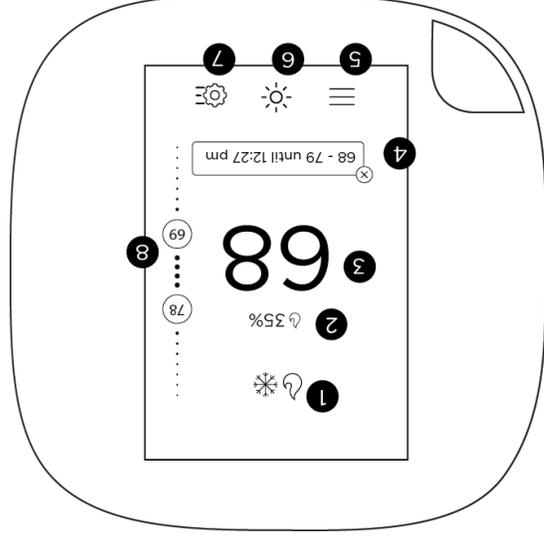
3. Follow the on-screen instructions to register your account.

## Basic Functions

The bright, easy-to-read touch screen on your ecobee3 thermostat makes it simple to review and adjust settings any time you want.

### Home Screen

Your ecobee3 will automatically display the home screen when you approach it.



1 Current system mode and any equipment currently running

2 Current relative humidity

3 Current indoor temperature

4 Messages indicating any special operating mode or state (e.g. resume, temperature hold, etc)

5 Main menu. If a dot appears on the icon, you have important message(s) to read.

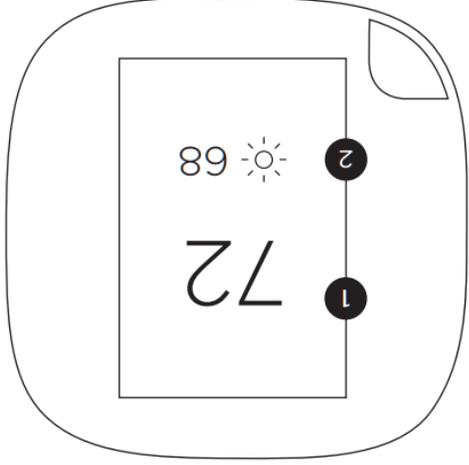
6 Weather forecast

7 Quick Change menu

8 Adjustable heat and cool set points. If the System Mode is set Auto, both are displayed; otherwise only heat or cool is displayed.

### Standby Screen

The standby screen activates whenever the thermostat is not in use. It shows the current indoor temperature and outdoor weather conditions.



1 Current indoor temperature

2 Current outdoor weather and temperature

The standby screen is configurable. You can adjust:

- Standby screen activation time (page 21)
- Standby screen brightness (page 21)

### Adjusting the Temperature

You can override the scheduled temperature by moving the bubble on the temperature slider up or down. The blue number



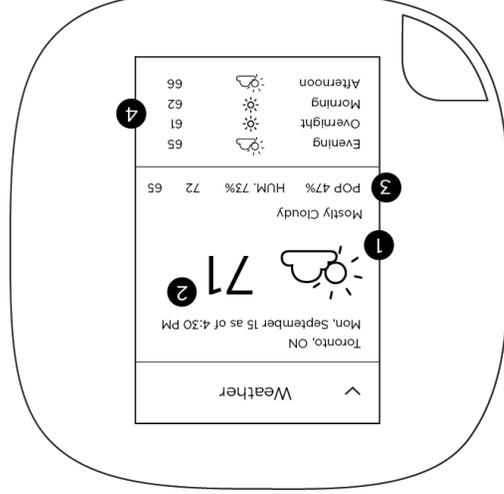
for icon descriptions)

6 Internet connection and ecobee server connection status. If this icon is red, you can contact our technical support team for help (page 4).

Hint: You can also apply quick changes from the web portal by clicking on the Fan or Quick Changes tiles.

## Weather

Touch the Weather icon to display a local weather forecast for the week as well as a detailed daily forecast.



- 1 Current weather conditions
- 2 Current outdoor temperature
- 3 Probability of precipitation (POP), relative humidity, and daily high/low temperature
- 4 24-hour weather forecast

Note: To receive the local weather forecast, you must first register your thermostat (page 22). For a complete list of weather icons, see page 33.

## System Icons

The icons on the Home screen and Quick Changes menu show information about the status of your HVAC system.

- Heat**  An orange heat icon indicates that your thermostat is calling for heat. A white heat icon indicates that your system is in heat or auto mode but is not currently calling for heat.
- Cool**  A blue cool icon indicates that your thermostat is calling for cool. A white cool icon indicates that your system is in cool or auto mode but is not currently calling for cool.
- Fan**  A fan icon indicates that your thermostat is calling for the fan to run.
- Auto**  If both heat and cool icons are shown, your system is in Auto mode, meaning your ecobee3 will call for heat or cool as required.

## Selecting System Operation Mode

The system menu controls the basic operation of the different components in your HVAC system, including the heat/cool mode, fan operation, and the operation of accessories like humidifiers, dehumidifiers, and ventilators.

### HVAC System

The HVAC system settings depend on the type of system you have. Depending on your system, one or more of the following options are shown:

- **Cool:** Turn on the air conditioner when the current temperature rises above the set temperature.
- **Heat:** Turn on the heat when the current temperature drops below the set temperature.
- **Auto:** Activate the heating or cooling system as required to keep your home within the configured range of set temperatures.

Your ecobee3 will meet this minimum runtime over the hour while making sure it never runs for less than five minutes.

#### **On Thermostat and Mobile:**

1. Select Main Menu > System > Fan
2. Swipe left or right to adjust the value.

#### **On Web:**

1. Select System Tile > Fan
2. Swipe or drag left or right to adjust the value.

#### **Humidifier (if installed)**

The Humidifier menu enables or disables the humidifier, if installed:

- On: Run the humidifier to increase the humidity to the configured set point.
- Off: Do not operate the humidifier.
- Frost control: Automatically maintain the humidity to stay comfortable but prevent condensation or frost on your windows

To adjust the humidity set point and other options, see page 14.

#### **On Thermostat and Mobile:**

Select Main Menu > System > Humidifier

#### **On Web:**

Select System tile > Humidifier

#### **Dehumidifier (if installed)**

The Dehumidifier menu enables or disables the dehumidifier, if installed:

- On: Run the dehumidifier to reduce the humidity to the configured set point.
- Off: Do not operate the dehumidifier.

To adjust the dehumidifier set point, see page 12.

#### **On Thermostat and Mobile:**

Select Main Menu > System > Dehumidifier

- Aux: Only use the auxiliary or backup heat source to maintain the heat set point temperature. *This option only appears if auxiliary heat is configured in the Equipment menu.*
- Off: Turn the system off. When the system is off, only the current temperature will be displayed on the Home screen.

#### **On Thermostat and Mobile:**

Select Main Menu > System > HVAC System

#### **On Web:**

Select System tile > HVAC

#### **Fan**

The Fan menu displays the current furnace fan setting.

Depending on your system, one or more of the following options are shown:

- On: Force fan to run continuously, regardless of the scheduled programming. The fan will also run if the System Mode is Off.
- Auto: Enable fan when the system is actively heating or cooling your home, or to satisfy the Minimum Fan Runtime setting (page 12).

#### **On Thermostat and Mobile:**

Select Main Menu > Quick Changes > Fan

#### **On Web:**

Select Fan tile

#### **Minimum Fan Runtime (Auto mode only)**

When the fan is in Auto mode, ecobee3 operates it according to the Minimum Fan Runtime setting. You can adjust this setting from 0 to 55 minutes.

When your system is in heat or cool mode, the fan will always run for this minimum amount of time. A longer runtime improves air circulation and results in a more consistent temperature than with the Auto setting while being more cost-effective than the On setting.

**On Web:** Select System tile > Dehumidifier

### Ventilator/HRV/ERV (if installed)

The Ventilator/HRV/ERV menu configures the operation of a ventilator, a Heat Recovery Ventilator (HRV) or an Energy Recovery Ventilator (ERV), if installed:

- Occupied minimum runtime: Configure how many minutes per hour the device will run during occupied periods, such as when you're home or asleep.
- Unoccupied minimum runtime: Configure how many minutes per hour the device will run during unoccupied periods, such as when you're away.

Ventilation devices are important to maintain indoor air quality and, depending on where you live, this might be regulated. The amount of indoor air required to maintain sufficient indoor air quality depends on how big your house is, how many people live there, and the capacity of your ventilation device. You should consult with a local contractor who can guide you on how often you should be running your ventilation device.

For devices configured as ventilators (i.e. not HRVs or ERVs) you can enable a feature called "free cooling" on your ecobee3. When the outdoor temperatures are cooler than indoors and your system is calling for cool, your ecobee3 will turn on your ventilator to bring in outdoor air instead of running your air conditioner. To configure free cooling options, see page 26.

### On Thermostat and Mobile:

1. Select Main Menu > System > Ventilator/HRV/ERV
2. Adjust the Occupied Min Run Time and Unoccupied Min Run Time by selecting each option and swiping left or right to adjust the values.
3. If supported by your device, enable or disable Free Cooling.

**On Web:** 1. Select System tile > Ventilator/HRV/ERV

## Adjusting Sensor Modes

Your ecobee3 supports wireless remote sensors that detect motion and temperature in different rooms (one was included with your thermostat). Your ecobee3 also has a built-in motion sensor. With these sensors, you can optimize the operation of your thermostat to ensure comfort in the rooms and times that matter most.

For information about installing new sensors, see the ecobee *Installation Guide*, or the documentation included with the sensor itself.

### Smart Home/Away

Smart Home/Away applies all the sensors in your network – including the sensors built-in your thermostat. It works by following your schedule unless any sensor in your network is in conflict with your schedule. In other words, if your ecobee3 senses that you are home during a scheduled Away period, or away during a scheduled Home period, it will automatically override your schedule by placing you in Smart Home/Away mode to maximize comfort (Smart Home) and savings (Smart Away).

### On Thermostat:

1. Select Main Menu > Sensors > Smart Home/Away
2. Touch Enable to have your sensor network and thermostat detect occupancy. To have your thermostat strictly follow your programmed schedule, touch Disable.

### Follow Me

Follow Me is a feature that applies to a selected group of the sensors in your network (including the sensor built-in your thermostat). It works by looking for motion triggered by any of

the selected sensors. If motion is detected, the temperature reading from that sensor will be used by your ecobee3 to decide when to operate your heating or cooling system. This ensures that you are comfortable in the rooms that you are occupying. If more than one sensor detects motion, the average of these sensors will be used. Your ecobee3 makes changes gradually when many sensors are detecting motion to make sure there are no sudden or large changes for your heating and cooling system to deal with.

When Follow Me is disabled, your ecobee3 will continuously use the average temperature readings from all the sensors that you've selected as the desired temperature to control your ecobee3. For example, suppose you have a room in your house that is far from your thermostat and you want this room to be at the thermostat's set temperature, regardless if motion is occurring. In this case, set Follow Me to Disable and only select this room. Your ecobee3 will now only use the temperature in this room to decide when to operate your heating or cooling system.

### On Thermostat:

1. Select Main Menu > Sensors < Follow Me
2. Enable or disable the Follow Me feature.
3. If enabled, select which sensors are affected by pressing on each checkbox.

## Adjusting Comfort Settings

You can configure your ecobee3 to fit your schedule and comfort needs while maximizing your energy savings. Your ecobee3 organizes your temperature and fan settings into different Comfort Settings. These settings are used in the Schedule, Smart Home and Quick Changes menus

By default, your ecobee3 includes three configurable Comfort Settings:

- **Away:** Settings for when you are not at home.
- **Home:** The normally settings for when you are at home and awake.
- **Sleep:** Settings for when you are sleeping.

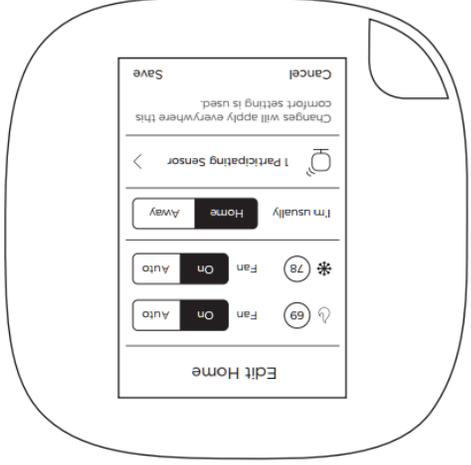
*Note: You can create new Comfort Settings (or remove them) from the Web Portal.*

### On Thermostat and Mobile:

1. Select Main Menu > Comfort Settings
2. Select the Comfort Setting you want to customize.
3. Adjust the set points for heat and cool, as well as fan mode as required.
4. You can also now select which sensors are participating in this comfort setting.
5. Touch Save.

### On Web:

1. Select Schedule tile.
2. Select the Comfort Setting you want to customize, or select New Comfort Setting to add a new one.
3. Adjust the name, set points for heat and cool, as well as fan mode as required.



4. Select if this Comfort Setting is for when the home is Occupied or Unoccupied.
5. Select Save. The new Comfort Setting will appear in the Schedule tile as well as on the thermostat itself.

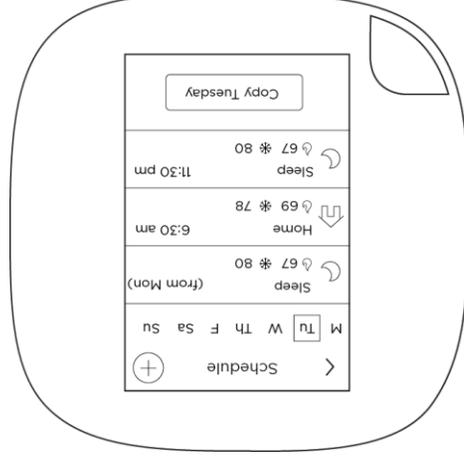
To delete a Comfort Setting:

1. Select Schedule tile.
2. Select the Comfort Setting you want to delete.
3. Select Delete.
4. Confirm by selecting Delete.

## Setting Your Weekly Schedule

Your heating and cooling needs change depending on the time of day, day of the week, as well as when you are home or away. For example, if there's no one in the house during the workday you might want to let the temperature go up in the summer, to reduce energy used by the air conditioning system, and down in the winter, to reduce heating energy.

The ecobee3 adapts to how your home and heating and cooling equipment perform. Intelligent algorithms combine weather data, your equipment run times and occupancy schedules to optimize performance and maximize energy savings. This means you can be comfortable when you are home and save money when you are not.



### On Thermostat and Mobile:

1. Select Main Menu > Schedule
2. Touch the day of the week you want to adjust.
3. Select an existing scheduled activity to edit. You can also create a new activity by touching +.
4. Select Start time.
5. Swipe to select the new time value. Note: You can only select time values that are at least 30 min after the previous activity to 30 min before the next scheduled activity (i.e. you cannot overlap activity times).
6. Touch Save.
7. If you have added a new activity, you need to select Comfort Setting to use.
8. Touch Save.
9. Touch the Back arrow to return to the Schedule screen where you can make additional changes as required.

*Hint: You can copy the entire schedule from one day to another day (for example, if all your week days follow the same schedule). Display the first day, touch the copy button, select which days to apply the changes to, and touch Save.*

### On Web:

To edit an existing activity:

1. Select Schedule tile.
2. Select an existing scheduled activity to edit.
3. Select Start time.
4. Select Save.

To create a new activity:

1. On the schedule tile, select Add activity.
2. Select the day.
3. Select Next.
4. Select the Comfort Setting to use during the activity.
5. Select Next.
6. Select Start time.
7. Select Save.

To copy the entire schedule from one day to another day (for example, if all your week days follow the same schedule):

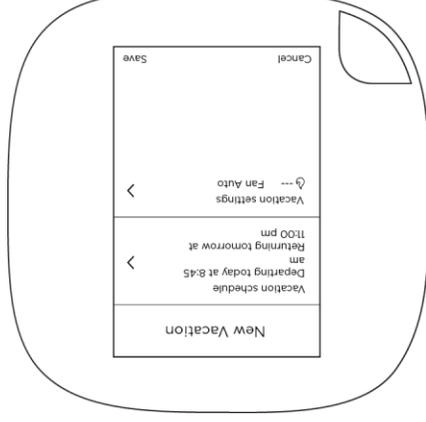
1. On the Schedule tile, select Copy.
2. Select the day to copy.
3. Select Next.
4. Select the days that will use the copied schedule (you can select more than one).
5. Select Save.

## Going on Vacation

Your ecobee3's Vacation feature helps you conserve energy while you are away for extended periods of time. It also ensures your home is comfortable when you return.

A vacation event has a start date and time, as well as an end date and time. You can enter any number of vacations, as long as each has a unique start time.

The Vacation feature overrides your programmed schedule – you can leave your schedule settings as-is when you go away for a special or unscheduled trip.



## On Thermostat and Mobile:

1. Select Main Menu > Vacation
2. Touch + to create a new vacation event.
3. Select Vacation schedule.

The vacation event is now set. You can adjust it at any time by selecting it from the Vacation menu.  
To delete a vacation event:

1. Select Main Menu > Vacation
2. Select the vacation you want to delete.
3. Touch Remove .
4. Confirm the deletion by pressing Delete.

## On Web:

1. Select Vacation tile.
2. Select New Vacation
3. Enter the depart and return date and times
4. Select Heat and Cool.
5. Enable or disable heat and cool during the period as required.
6. Select the set points for heat and/or cool.
7. Select Save.
8. Select Fan and set the minimum fan run time per hour, if different than your normal settings.
9. Select Save.

The vacation event is now set. You can adjust it at any time by selecting it from the Vacation tile.

## Caring for your Thermostat

### Cleaning

You can clean your ecobee3 screen by spraying water on to a clean, microfiber cloth. Wipe the surface of the screen with the dampened cloth.

*Note: Never spray any liquids directly onto your ecobee3.*

### Rebooting

You can reboot your ecobee3 by gently pulling the thermostat from the back plate. To pull the thermostat off the wall, make sure you that firmly hold on to the black front of the thermostat. Ensure that you are not pulling the white trim plate as that is attached to the wall. Rebooting will not alter programming or configuration options.

### Resetting the Thermostat

At some point during the life of your ecobee3 thermostat you may want to quickly reconfigure it or restore it to the default state.

- **Reset Registration:** Deletes your registration settings (i.e. username and password). Equipment settings and personal preferences are kept as-is.
- **Reset Preferences:** Resets all your preferences, reminders, alerts and programming back to the default state.
- **Reset All:** Resets the thermostat back to its default factory settings and removes any registration information.

### On Thermostat:

1. Select Main Menu > Settings > Reset
2. Select a reset option:
  - Reset Registration
  - Reset Preferences
  - Reset All
3. Touch Yes to confirm the reset.

### Troubleshooting

The About menu shows technical information about your ecobee3, including:

- Thermostat name
- Software version
- Serial number
- Contact information for support
- Wi-Fi settings

This information is useful when troubleshooting network issues or contacting ecobee technical support.

### On Thermostat or Mobile:

Select Main Menu > About

### On Web:

Select About title.

## Icon Reference

Note: Depending on your equipment configuration, not all the icons may be available.

### Home Screen



### System Operation



### Menus



### Weather



### Menu Reference

Note: Depending on your equipment configuration, not all menu options may be available.

Main Menu  
Registration  
System  
Hvac System  
Fan  
Humidifier  
Dehumidifier  
Ventilator/HRV/ERV  
Sensors  
Smart Home/Away  
Follow Me  
Your Thermostat  
Schedule  
Comfort Settings  
Home  
Away  
Sleep  
Vacation  
Reminders & Alerts  
Reminders  
Alerts  
Preferences  
Hvac Maintenance

## 3-Year Limited Warranty

ecobee warrants that for a period of three (3) years from the date of purchase by the consumer ("Customer"), the ecobee3 thermostat (the "Product") shall be free of defects in materials and workmanship under normal use and service. During the warranty period, ecobee shall, at its option, repair or replace any defective Products, at no charge. Any replacement and/or repaired device are warranted for the remainder of the original warranty or ninety (90) days, whichever is longer.

If the product is defective, call Customer Service at 1-877-932-6233. ecobee will make the determination whether a replacement product can be sent to you or whether the product should be returned to the following address: ecobee Customer Service, 250 University Ave, Suite 400 Toronto, Ontario M5H 3E5, Canada. In the event of a failure of a Product, Customer may:

(a) if Customer did not purchase the Product directly from ecobee, contact the third party contractor from whom the Product was purchased to obtain an equivalent replacement product, provided the contractor determines that the returned Product is defective and Customer is otherwise eligible to receive a replacement product;

(b) contact ecobee directly for service assistance at 1-877-932-6233 and ecobee will make the determination whether an advance equivalent replacement Product can be sent to Customer with return shipping supplies (in which case a hold shall be put on Customer's credit card for the value of the replacement Product until ecobee has received the defective Product). Product should be returned to the following address: ecobee Customer Service, 250 University Ave, Suite 400 Toronto, Ontario M5H 3E5, Canada. If the returned Product is found by ecobee to be defective and Customer is otherwise eligible to receive a replacement product, no amount shall be charged to Customer's credit card; or

(c) ship the defective Product directly to ecobee, in which case Customer shall contact ecobee directly at 1-877-932-6233, so ecobee can make the required shipping arrangements. Upon receipt of the defective Product, ecobee will ship an equivalent replacement product to Customer, provided the returned Product is found by ecobee to be defective and Customer is otherwise eligible to receive a replacement product. This warranty does not cover removal or reinstallation costs and shall not apply if the damages were found to be caused by something other than defects in materials or workmanship, including without limitation, if the Product:

- was operated/stored in abnormal use or maintenance conditions; is repaired, modified or altered, unless ecobee expressly authorizes such repair, modification or alteration in writing;
- was subject to abuse, neglect, electrical fault, improper handling, accident or acts of nature;
- was not installed by a licensed Heating Ventilating and Air Conditioning (HVAC) contractor; or
- was installed improperly.

ecobee's sole responsibility shall be to repair or replace the Product within the terms stated above. ECOBEE SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. Some US states and Canadian provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

ecobee's responsibility for malfunctions and defects in materials and workmanship is limited to repair and replacement as set forth in this warranty statement. All express and implied warranties for the product, including but not limited to any implied warranties and conditions of merchantability and fitness