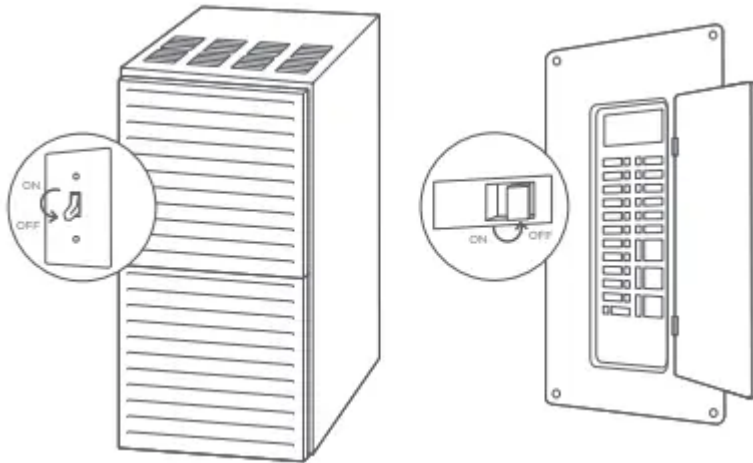



How to install your ecobee

STEP 1

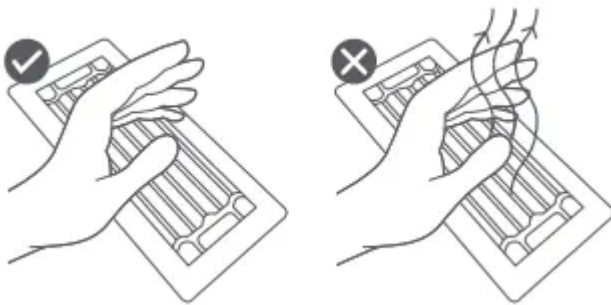
Power off your Heating, Ventilation, and Air Conditioning (HVAC) system by using the master switch or circuit breaker box. This is important for your safety.




 **TIP:** Look for your master switch or circuit breaker box in the basement, attic, utility closet, or behind a wall panel near the thermostat.

STEP 2

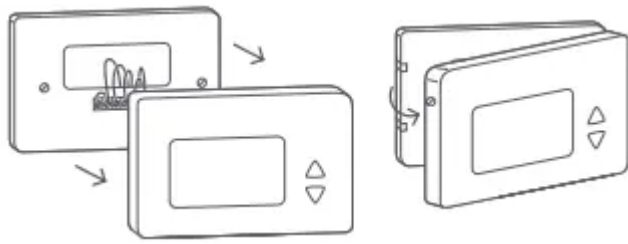
Confirm your system is off by turning on your heat (during winter) or your AC (during summer). Wait a few minutes—you should not feel air coming from your vents.



 **TIP:** If you have a boiler, check to see that the main flame is extinguished.

STEP 3

Remove your old thermostat cover from the wall.



TIP: Many thermostats simply pop off or unclip from the base, while others may have screws that you will need to remove.

CHECKPOINT: COMPATIBILITY

Does your old thermostat's backplate have any of these indicators?

<p style="text-align: center;">YES</p>	<p style="text-align: center;">NO</p>
<p style="text-align: center;">Sadly, you might not be compatible.</p>	<p style="text-align: center;">Great, please continue to the NEXT PAGE.</p>


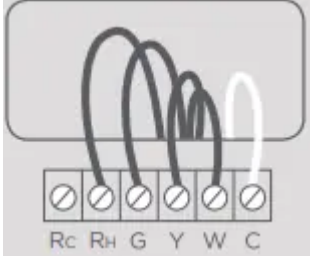
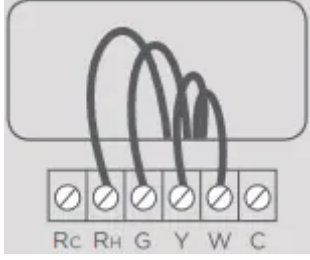
STEP 4


Take a picture of the wires connected to the terminals of your old thermostat. You may need to reference this photo later on.



WARNING: ecobee is designed for 24VAC with a 2A maximum current. Do not connect it to line (high) voltage or millivolt systems.

CHECKPOINT: C WIRE

YES	NO
Great! Continue to the NEXT PAGE.	Go to PAGE 24 to install with a PEK. 
	

 **TIP:** The wiring on your old thermostat may look different— just check to see if there’s a C wire.

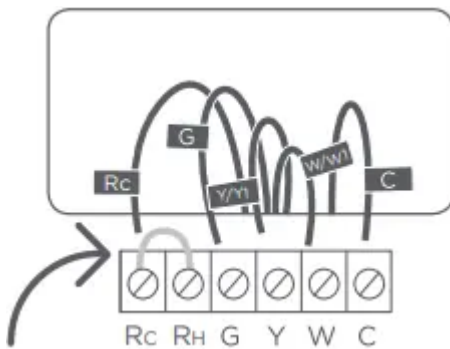
Install your ecobee with a C wire


If you have a C wire, it will power your ecobee. You won’t need the Power Extender Kit (PEK) included in the box.



STEP 5

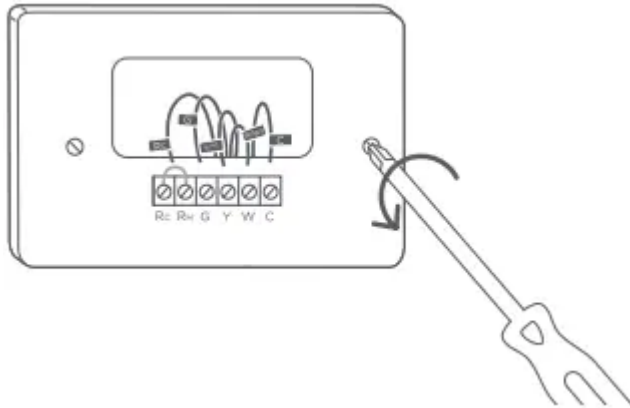
Carefully disconnect and label the wires from your old thermostat one at a time, using the labels provided.



 **TIP:** If you have a jumper between RC, RH, or R, leave it alone. Only label the wires that run from your wall into a terminal block.

STEP 6

Unscrew the mounting plate of your old thermostat to remove it from the wall.

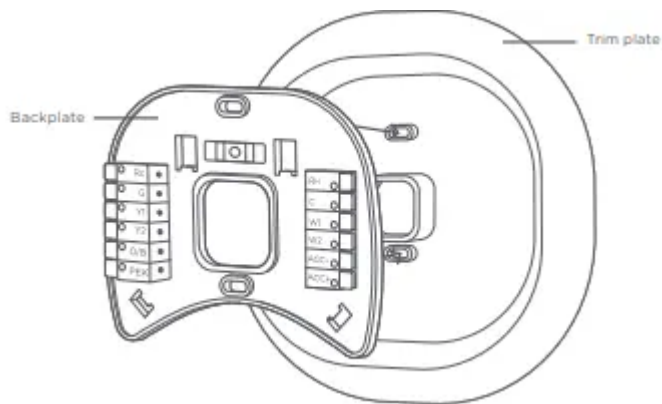


WARNING: Be careful, as some thermostats may contain mercury. Recycle your old thermostat safely with your local hazardous waste facility.

STEP 7

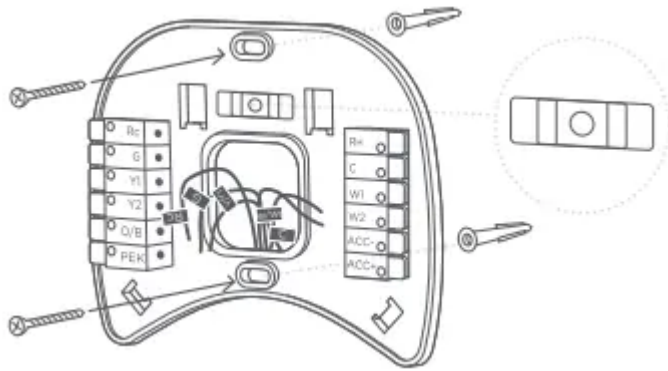
Decide if you want to use the trim plate with your ecobee. The trim plate is useful if you want to hide marks or holes left on the wall by your old thermostat.

If using the trim plate, align the mounting holes on the trim plate and backplate and press them into place together.



STEP 8

Pull the wires through the hole in the middle of the backplate and then attach the backplate to the wall using the drywall anchors and screws provided.

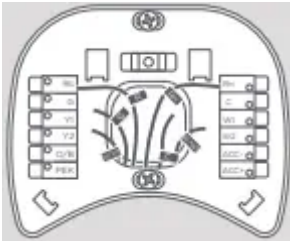
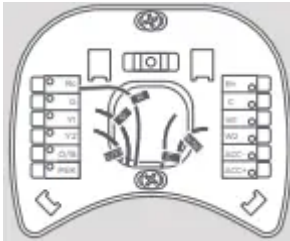


TIP: Use a 3/16" drill bit to drill a hole for the drywall anchors.

CHECKPOINT: INSERT YOUR R WIRE(S)

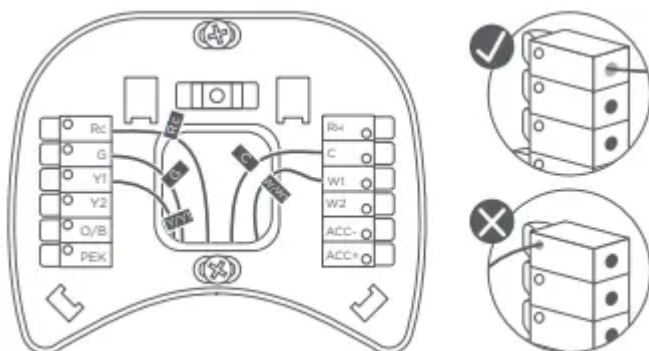
Do you have more than one R wire?

(That includes R, RC, and RH)

YES	NO
Insert your wires: R or RC → RC RH → RH	Insert your single wire: R, RC, or RH → RC
	

STEP 9

Insert your remaining wires into the side (not the front) of their corresponding terminal blocks.

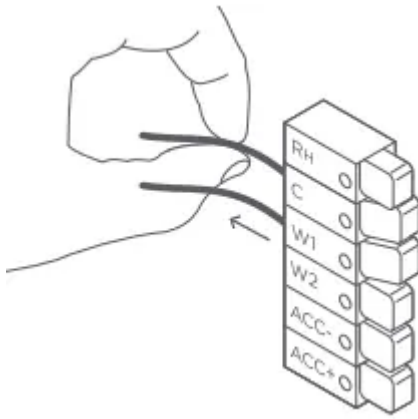


TIP: Press the terminal block levers to insert the wires more easily.

STEP 10

Tug on the wires gently to ensure they are securely connected.

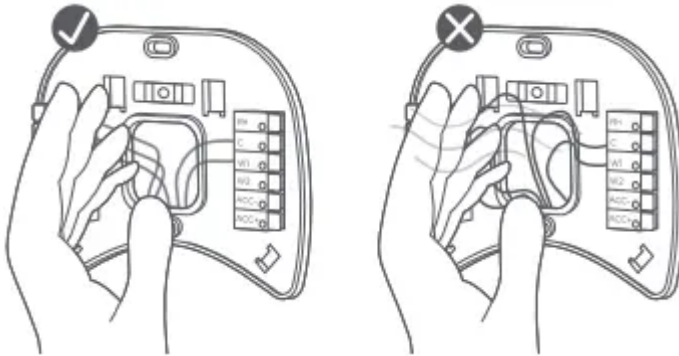




TIP: When a wire has been connected correctly, the lever on that block will lower.

STEP 11

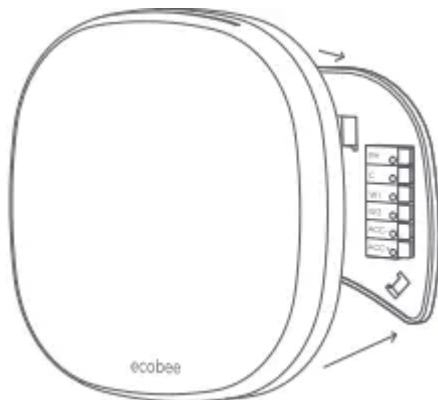
Carefully push any excess wires back into the hole and ensure there are no drafts coming from the hole(s) in the wall.



TIP: Large holes behind your thermostat will affect temperature readings. 19 Prevent drafts by covering the hole(s).

STEP 12

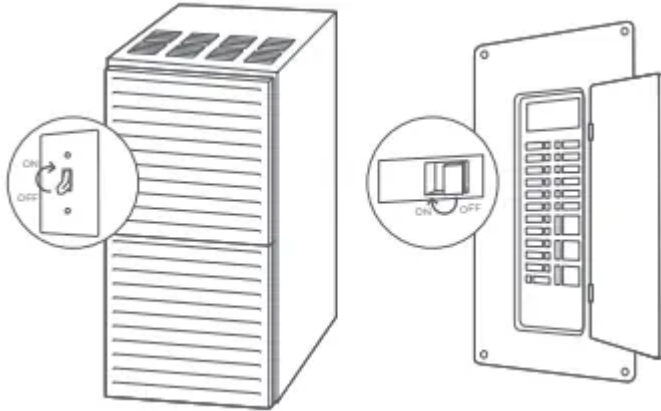
Gently press your ecobee into the backplate until it 'clicks' into place.



TIP: If the thermostat 'rocks' or is not flush with the wall, be sure the excess wires are pushed all the way into the wall.

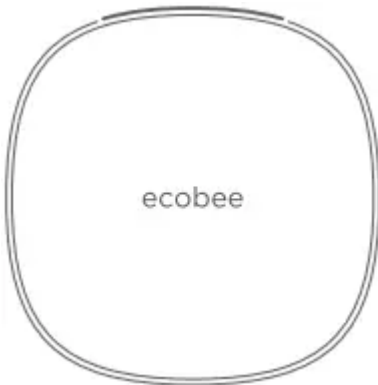
STEP 13

Turn the power to your HVAC system back on using the master switch or at the circuit breaker box.



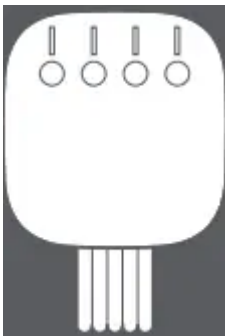
Congratulations, you did it!

Say hi to your new ecobee! To complete your setup and registrations, follow the instructions on your ecobee screen.



Install your ecobee without a C wire

If you don't have a C wire, you'll need to use the Power Extender Kit (PEK) included to reliably power your ecobee.

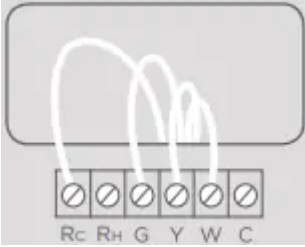



CHECKPOINT: 3 OR 4 WIRES

The Power Extender Kit requires your system to have either of the following: 4 wires W/W1, Y/Y1, G, and R (or RC or RH) or 3 wires Y/Y1, G, and R (or RC or RH)

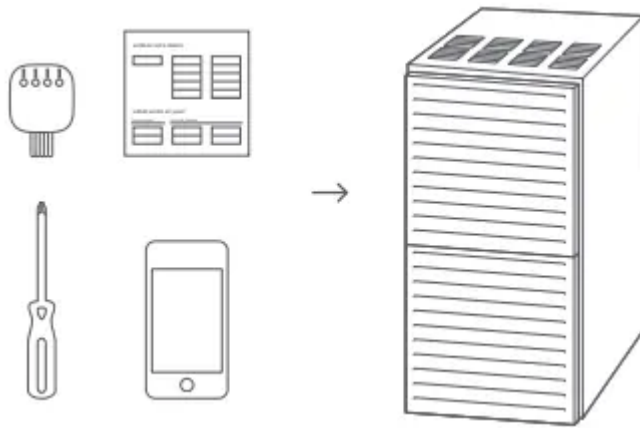
Do you have these wires?




YES	NO
Continue to the NEXT PAGE The Power Extender Kit will work with your system!	Contact us
	

STEP 5

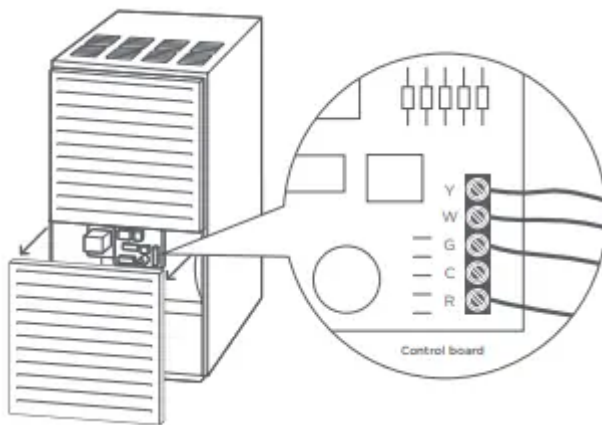
Take your Power Extender Kit, wire labels, tools, your smartphone, and go to your HVAC system.



 **TIP:** Your HVAC system can most often be found in your basement or your attic.

STEP 6

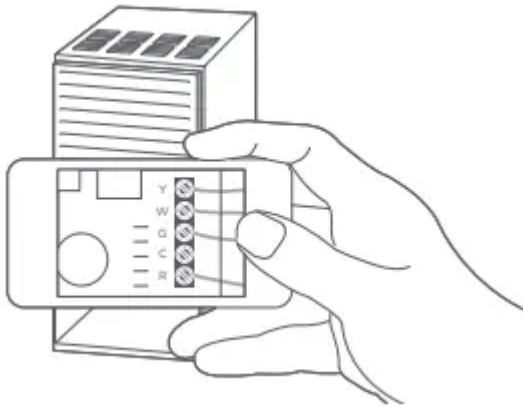
Open your HVAC system's cover to reveal the control board.



WARNING: HVAC systems contain high voltage wires. Use caution when working with the control board. If you'd rather leave it up to a professional, we can help you find one quickly.

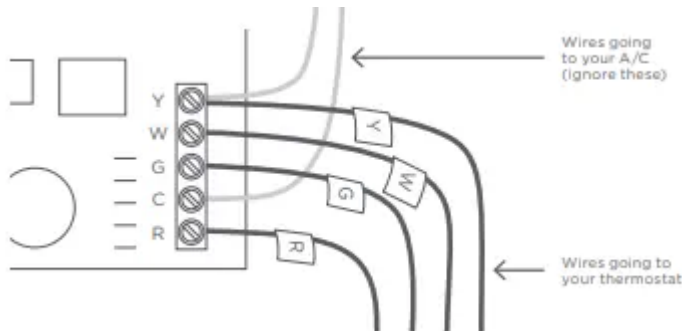
STEP 7

Take a picture of the wires connected to your control board. You may need to reference this photo later on.



STEP 8

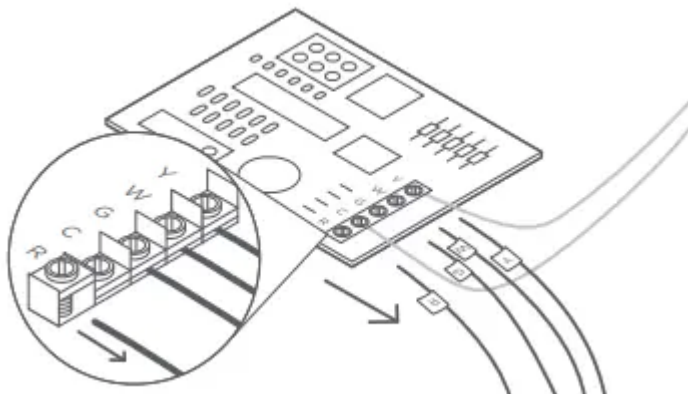
Label only the R, Y or Y1, G, and W or W1 wires with the matching labels provided. If you have more than one wire going into these terminals, only label those going to your thermostat.



TIP: If you have wires connected to both Rc and Rh terminals at the control board you may have a two transformer system. Please contact support to help you with installation: 1.877.932.6233

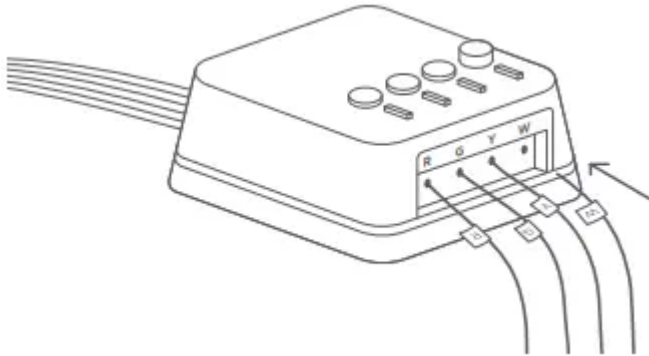
STEP 9


Disconnect the wires labeled R, Y, G, and W from the control board.



STEP 10

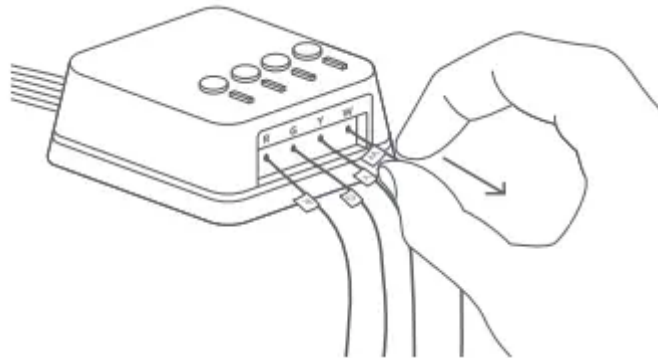
Connect the wires you disconnected from the control board into their matching gray terminal blocks on the Power Extender Kit.




 **TIP:** Press the buttons to insert the wires more easily.

STEP 11

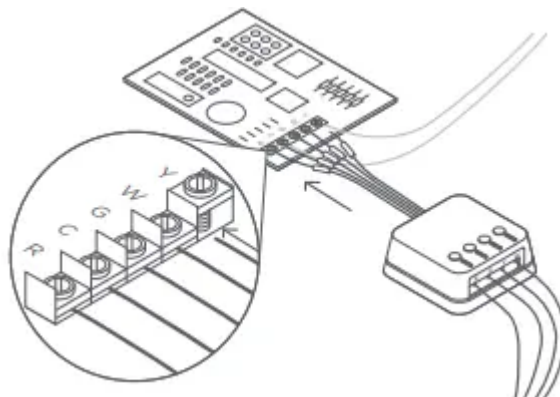
Tug on the wires gently to ensure they are securely connected.




 **TIP:** When a wire has been connected correctly, the button on that block will lower.

STEP 12

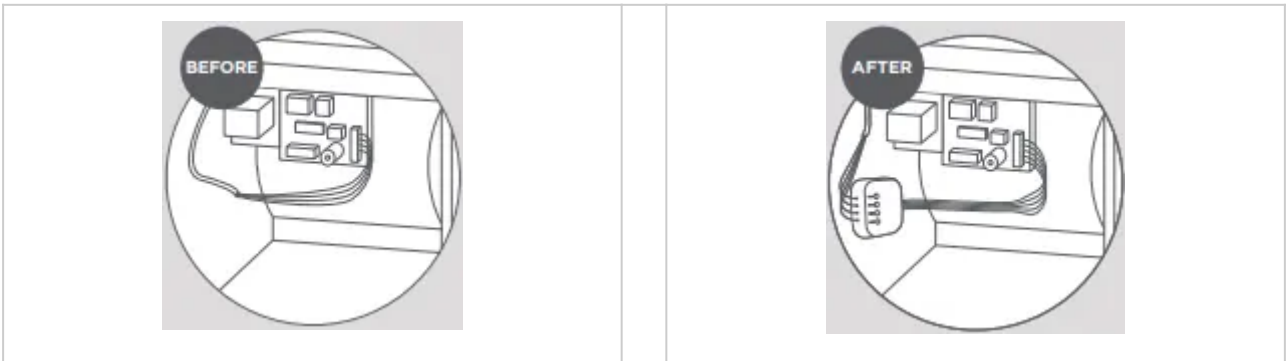
Connect the five white wires coming out of your Power Extender Kit to their corresponding terminals on the control board.



 **TIP:** Once again, tug on the wires gently to ensure they are securely connected.

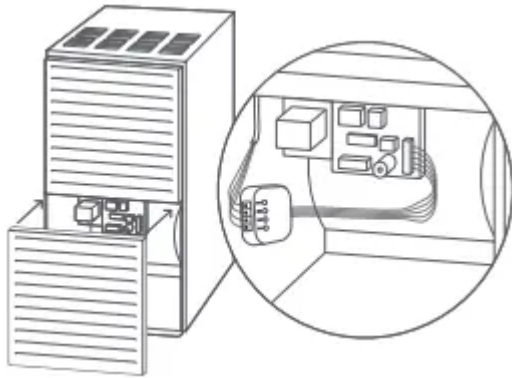
CHECKPOINT: POWER EXTENDER KIT

Check that you have installed the Power Extender Kit correctly. It should be installed between your thermostat wiring and your control board.



STEP 13

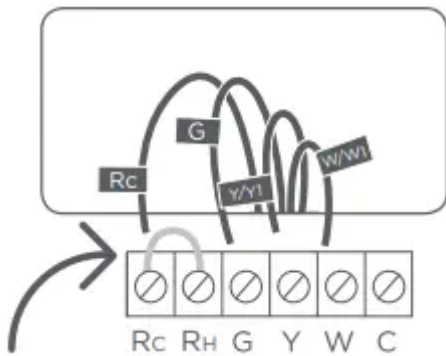
Mount the Power Extender Kit inside your HVAC system, taking care not to strain the wires. Close the HVAC cover panel securely and return to your thermostat.



TIP: Make sure your HVAC panel is fully closed. Some systems will not turn on if the cover panel has not been closed properly.

STEP 14

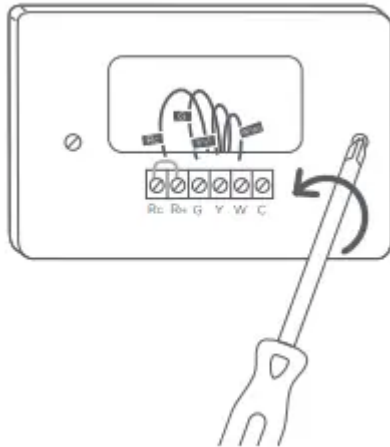
Back at your thermostat: Carefully disconnect and label the wires from your old thermostat one at a time, using the labels provided.



TIP: If you have a jumper between Rc, Rh, or R, leave it alone. Only label the wires that run from your wall into a terminal block.

STEP 15

Unscrew the mounting plate of your old thermostat to remove it from the wall.

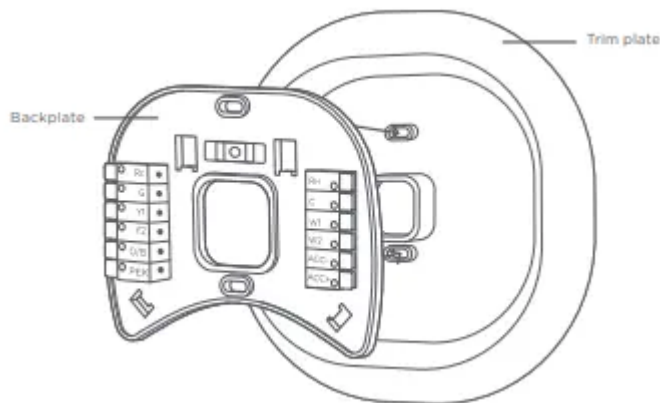


WARNING: Be careful, as some thermostats may contain mercury. Recycle your old thermostat safely with your local hazardous waste facility.

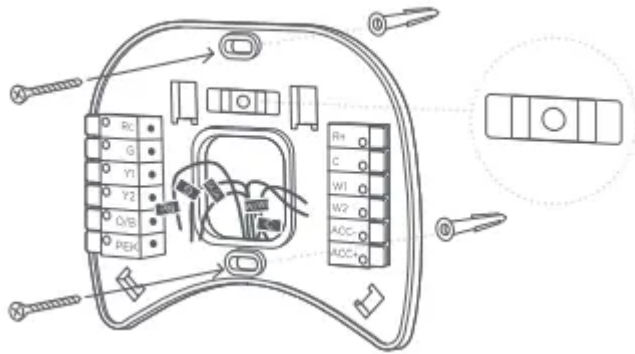
STEP 16

Decide if you want to use the trim plate with your ecobee. The trim plate is useful if you want to hide marks or holes left on the wall by your old thermostat.

If using the trim plate, align the mounting holes on the trim plate and backplate and press them into place together.



STEP 17 Pull the wires through the hole in the middle of the backplate and then attach it to the wall using the drywall anchors and screws provided.



TIP: Use a 3/16" drill bit to drill a hole for the drywall anchors.

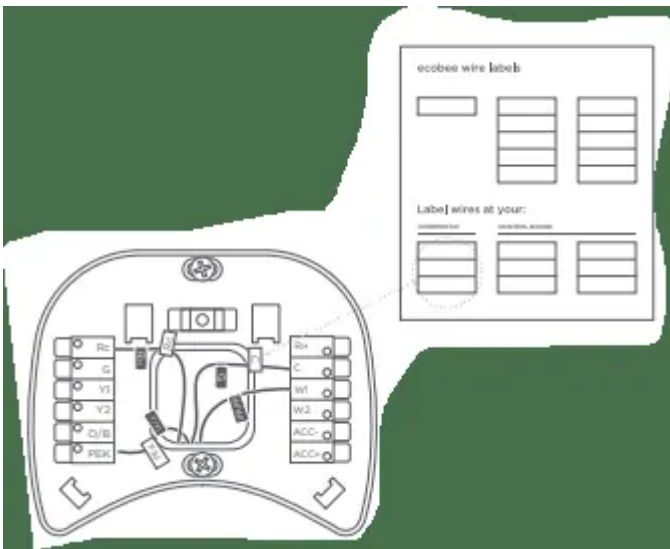
STEP 18

Remove the R_c, C, and PEK labels from the label sheet and attach them to the wires as shown below:

R/R_C/R_H → R_C

G → C

Y → PEK

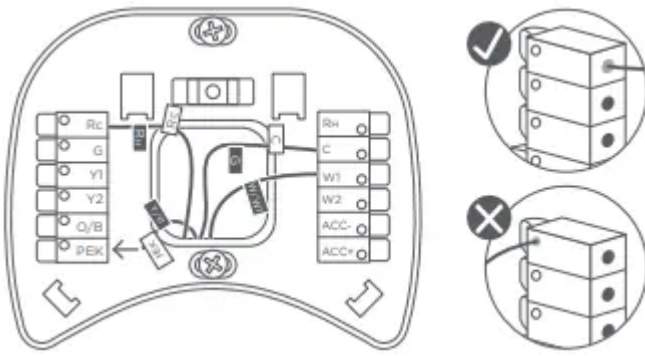


STEP 19

First, connect these 3 wires as shown: R_C, C, PEK.

Then, connect any remaining wires to their corresponding terminal.

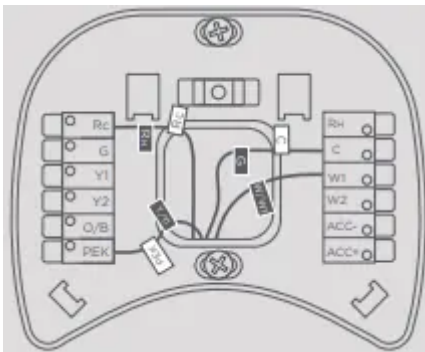




TIP: Press the terminal block levers to insert the wires more easily.

CHECKPOINT: DON'T SKIP AHEAD

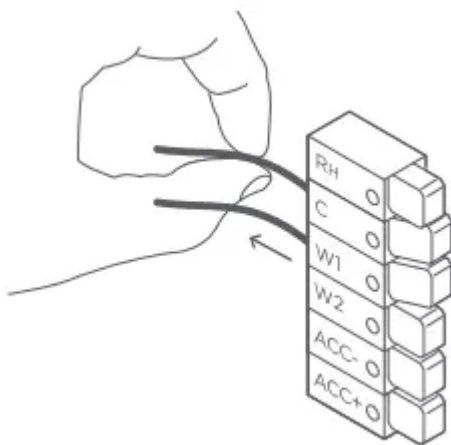
Did you connect the correct wires to the RC, C, and PEK terminals, as shown below?



<p style="text-align: center;">YES</p>	<p style="text-align: center;">NO</p>
<p>Continue to the NEXT PAGE.</p>	<p>Please ensure that your wiring is as shown above.</p>

STEP 20

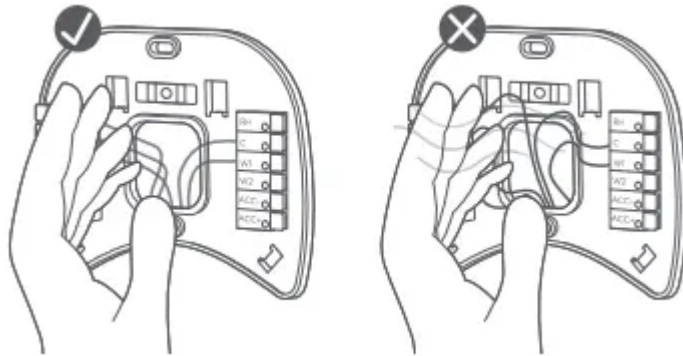
Tug on the wires gently to ensure they are securely connected.



TIP: When a wire has been connected correctly, the lever on that block will lower.



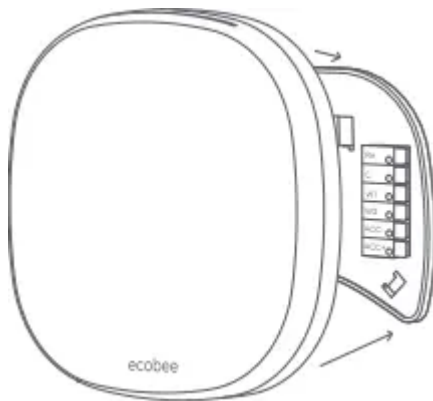
STEP 21 Carefully push any excess wires back into the hole and ensure there are no drafts coming from the hole(s) in the wall.



TIP: Large holes behind your thermostat will affect temperature readings. Prevent drafts by covering the hole(s).

STEP 22

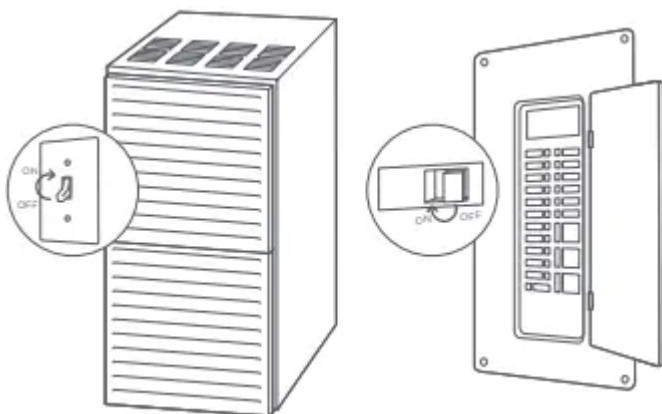
Gently press your ecobee into the backplate until it ‘clicks’ into place.



TIP: If the thermostat ‘rocks’ or is not flush with the wall, be sure the excess wires are pushed all the way into the wall.

STEP 23

Turn the power to your HVAC system back on using the master switch or at the circuit breaker box.



Congratulations, you did it!

Say hi to your new ecobee! To complete your setup and registrations, follow the instructions on your ecobee screen.

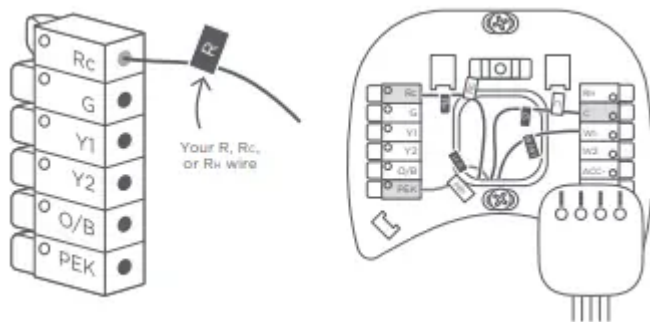


Troubleshooting

TROUBLESHOOTING

If your ecobee doesn't turn on, please try these steps:

<p>1. Check that all wires are properly inserted into the terminal blocks at the thermostat. Tug on the wires to ensure they are not loose.</p>	<p>2. Make sure your HVAC cover panel is closed. Some systems will not turn on if the cover panel has not been closed properly.</p>



3. If you have only one R wire (either R, Rc, or Rh), make sure it's inserted into the Rc terminal.

4. If you installed the Power Extender Kit, make sure you inserted the wires into the correct terminals.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

