

Troubleshooting Poor Temperature Regulation

- This page lists problems that may affect the temperature performance of your LUX thermostat with suggested resolutions.
- For more detailed information please refer to the instructions that came with your thermostat.

Model	DMH110
Problem	Resolution
No fan function in heat mode	Move the switch or jumper on the circuit board to its ELECTRIC position for electric heat.
Fan on continuously	Move Fan switch from ON to Auto Remove the "G" wire. If fan continues to run, then either the system is mis-wired, or the problem is in the system, not the thermostat.
Indicates incorrect room temperature	Refer to thermostat manual to verify that your set temperature is what you expect it to be. The set temperature is always flashing when it is visible. "SET" is also visible then indicating that it is the set temperature. Your thermostat offers a calibration feature. This feature may be used to adjust the displayed temperature up to +5F(3C) or -5F(3C) degrees.
What does the SAVE feature do	The SAVE button allows you to use one button press to easily decrease the SET temperature in winter and increase the SET temperature during summer. Whenever you leave the house, touch the Save button to put it in Save mode. By default this will add 5 degrees to your set temperature in cooling and subtract 5 degrees from your set temperature in heating. When you return, touch the Save button again to cancel the "Save" mode and return your home to your previous SET temperature.
Heats or cools more than 5 degrees past its displayed set temperature	Refer to thermostat manual to verify that your set temperature is what you expect it to be. The set temperature is always flashing when it is visible. "SET" is also visible then indicating that it is the set temperature. Remove thermostat body from the wall, leave the back plate in place. Verify that Heating and cooling switch off within a few minutes. If the thermostat is battery powered only, replace its batteries with fresh Duracell® or Energizer® alkaline batteries.

No heat or cooling when expected.

Set unit to heat mode. Adjust set temperature to at least 5 degrees below room temperature. Then adjust set temperature upward one degree at a time. Listen carefully for a soft click from the thermostat. This click should be heard near room temperature.

Refer to your unit's manual to decrease the units swing setting to a narrower setting.

Verify that your unit's placement and mounting are optimum per the installation section of its manual.

Refer to wiring to verify that it is according to the wiring diagram for your system.

Note that in Cool Mode the thermostat may not activate a cooling stage until its compressor protection time has elapsed this may be as long as 5 minutes.

Refer to thermostat manual to verify that your temperature set point is what you expect it to be.

Replace the batteries with fresh Duracell® or Energizer® alkaline batteries. Press reset with small Phillips screw driver. It may be necessary to reconfigure some settings after a reset.

Set unit to heat mode. Adjust set temperature to at least 5 degrees below room temperature. Then adjust set temperature upward one degree at a time. Listen carefully for a soft click from the thermostat. This click should be heard near room temperature. Adjust set temperature down one degree at a time. Again listen carefully for a soft click from the thermostat near room temperature.

The brass contacts in your thermostat may need to be cleaned and/or tightened. Each contact is comprised of a pin protruding from the rear of the thermostats circuit board, and two V shaped two contacts on its wall plate. These contacts are located above each screw terminal. Insert a small regular screw driver at one side of a "V" contact. Turn the screw driver to slightly bend the top of each "V" contact toward it's mate.

Refer to wiring to verify that it is according to the wiring diagram applicable to your system.

Advanced Trouble Shooting

If your system is a low voltage system having 24VAC or less, and you are technically inclined, you may jump terminals as given below out to detect a malfunction in your system.

Fan Test

FAN TEST: If your system has a fan, test it first.

If the system is Heat only, or if there is a jumper between the "RH" and "RC" terminal of your thermostat, then with the power ON at the fuse box, touch the "G" wire to the "RH" terminal. The fan should come on immediately and stay on. The rush of air is usually easily heard.

If the system is Cool only, or if the system is Heat and Cool and there are separate wires to "RH" and "RC", and there is no jumper between them: then with the power ON at the fuse box, touch the "G" wire to the "RC" terminal. The fan should come on immediately and stay on.

If the fan does not come on it is an indication that there is a problem with your system. Check any breaker or fuses that fed the 24VAC transformer that powers your system

If persists, contact qualified service personnel for aid in determining the fault.

Heat Test

To test gas or oil heating systems, take the "W" wire off its terminal. With the power ON at the fuse box, touch the "W" wire to the "RH" terminal for a couple of minutes and the heater should come on and stay on until the wire is removed.

Cooling Test

To test cooling, remove the "G" and "Y" wires. Connect them together with the "RC" for several minutes to observe operation. The system should come on and stay on. If the cooling fails to come on, or comes on and off, the problem is in the system.

Heat Pump Test

To test a heat pump system with an "O" wire, three wires must be connected together with the power terminal. The power terminal is "RH" and "RC" with a jumper between them. With the power ON at the fuse box, connect the "O" and "Y" or and "G" wires to the "RH" terminal for a couple of minutes and the unit should provide cool air. Wait at least 5 minutes and repeat this test without the "O" wire. The unit should provide Heat.

To test a heat pump system with a "B" wire, three wires must be connected together with the power terminal. The power terminal is "RH" and "RC" with a jumper between them . With the power ON at the fuse box, connect the "B" and "Y" and "G" wires to the "RH" terminal for a couple of minutes and the unit should provide warm air. Wait at least 5 minutes and repeat this test without the "B" wire. The unit should provide cool air.

For further assistance:

Contact your HVAC service company or our

Technical Assistance Line if not resolved.

Wiring Information and Troubleshooting

- This page provides general guidance for wiring your LUX 24VAC electronic thermostat. For more detailed information please refer to the instructions that came with your thermostat.
- This page provides general guidance for wiring your Lux 24VAC digital thermostat. For more detailed information please refer to the instructions that came with your thermostat.
- Please make specific note regarding LOW VOLTAGE and LINE VOLTAGE directions. Do not install LINE VOLTAGE wires to a LOW VOLTAGE control. Do not install a wire labeled "C" or "TC" from the previous thermostat to any of our controls. Installation of a "C" wire may cause damage to your system.
- Do NOT wire by color of the wire, wire by the LETTER designation to which the wire was attached on the previous control.
- If there were no letter designations on your old thermostat, contact our Technical Assistance Department for assistance.

Model	DMH110
Problem	Resolution
ALL	Never connect a low voltage thermostat to line voltage.
Two wires control a heat only system.	Connect one wire to W and the other to RH.
Two wires control a cool only system.	Connect one wire to RC and the other to Y.
Three wires for forced air heat only system, where the previous thermostat did not have a clock or timer.	The previous RH or RC wire is the 24-volt transformer wire. Connect it to RH. Leave jumper connecting RH to RC. Connect the forced air heat system to W, and the fan wire to G.
Three wires for a heat only, forced water system that did NOT have a clock or timer.	This system employ 3 wire zone valves. Please use our TX500U, TX1500U, TX9100U, TX9600TS, or TX9100E models for this heating system.
Three wires control a heat only, forced water system that DID have a clock or timer.	Tape off and do NOT install any clock or timer wire. Often they are labeled C or TC. Install the remaining two wires, one to RH and the other to W.
Four wires control a heat only system, and two of the wires operate clock or timer. The other two wires operate the heater.	Tape off and do NOT install any clock or timer wire. Often they are labeled C or TC. Install the remaining two wires, one to RH and the other to W. The jumper connecting RH to RC may remain or be removed.
Two wires control heating AND cooling.	Currently no Lux controls are compatible with this system.

Three wires control heating and cooling. One wire operates heat, one operates cooling and the third provides 24 VAC.	Connect the 24-volt power wire to RH. Install a jumper connecting RH to RC. This jumper is usually pre-wired. connect the heat wire to W, and the cooling wire to Y.
Three wires control a cooling only system. One wire operates the compressor, one operates the fan and the third provides 24 VAC.	Connect the 24-volt power wire to RC. Connect the cooling wire to Y and the fan wire to G.
Four wires control a heating and cooling, electric, gas or oil, forced air system that is NOT a heat pump.	Connect the 24 VAC transformer wire to RH or RC. Install a jumper connecting RH to RC This jumper is often prewired. Connect the heat wire to W, the cooling wire to Y. and the fan wire to G.
Four wires control a Single Stage Heat Pump. They were labeled: G, Y, R or RH or RC, and either B or O was used.	Do not connect wires to both B and O. Connect the reversing valve wire to B or O, just as the previous thermostat. Install a jumper wire from RH to RC. Connect 24 VAC wire to RH too. Install a second jumper wire from W to Y. Connect compressor wire to Y and the fan wire to G.
More than 4 wires are connected to the old thermostat.	Contact our Technical Assistance Line.

Troubleshooting the Display

- Problems that may be identified from the display of your programmable thermostat are listed here with suggested resolutions.
- For more detailed information please refer to the instructions that came with your thermostat..

Model	DMH110
Problem	Resolution
Display will not change.	Peel protective plastic label from display.
Display blurred and unreadable.	Peel protective plastic label from display. Press the small round inset RESET button on the front of your unit using a small Philips screw driver.
Blank or fading display	Replace thermostat batteries with fresh AA size Duracell® or Energizer® alkaline batteries. Be sure that they are installed with their polarity (+ and -) correct. Clean battery contacts with a pencil eraser and pry

<p>The word HEAT and/or COOL is not displayed</p>	<p>out the spring contact slightly to insure a clean, firm connection.</p> <p>Press the small round inset RESET button on the front of your unit using a small Philips screw driver.</p> <p>The words "HEAT" or "COOL" are not visible on the display on this thermostat. Some of our manuals are misprinted and read that the display will show the words "HEAT" and "COOL", this thermostat does not have that ability.</p>
<p>What does the SAVE feature do</p>	<p>The Save button allows you to use one button press to easily decrease the SET temperature in winter and increase the SET temperature during summer. Whenever you leave the house, touch the Save button to put it in Save mode, the word SAVE will be on the display. By default this will add 5 degrees to your set temperature in cooling and subtract 5 degrees from your set temperature in heating. When you return, touch the Save button again to cancel the Save mode and return your home to your previous SET temperature.</p>
<p>Displays "LO BATT", "REPLACE", or battery symbol</p>	<p>Replace thermostat batteries with fresh AA size Duracell® or Energizer® alkaline batteries. Be sure that they are installed with their polarity (+ and -) correct.</p> <p>Clean battery contacts with a pencil eraser and pry out the spring contact slightly to insure a clean, firm connection.</p>
<p>Displays incorrect room temperature</p> <p>You want to change the displayed temperature scale from °F to °C or from °C to °F</p>	<p>See Temperature Regulation</p> <p>A jumper comprised of two small pins on the units circuit board and a black shorting device control the units displayed temperature scale. Place the shorting device over both pins to use the Celsius scale and over only one pin (either one) to use the Fahrenheit scale. Then press RESET using a small Philips screw driver.</p>
<p>Shows "OL"</p>	<p>This means Out of Limit. The sensor is reading outside the thermostats display limit. Room temperature will reappear when the temperature returns to switching the range. If actual room temp is not over 95 degrees, there may be a malfunction. Press the HW RESET button on the circuit board to reset.</p>
<p>Display will not light</p>	<p>Some display backlights are difficult to see in a lighted room. Check the backlight in a darkened area.</p> <p>If the thermostat has batteries installed, replace</p>

them with fresh Duracell® or Energizer® alkaline batteries.

Clean the contacts holding the batteries in place with a pencil eraser.