

FAQ

If you have difficult with your T18X, please try the following suggestions.
Most problem can be corrected quickly and easily

1.Question: Is there a way to turn Alexa off? If so, can the light be turned off as well?

Answer : Alexa can be turned off by mute, so it will no longer listen. But in mute mode, the light will be in red can not be turned off.

2.Question: When will the T18X allow its wake word to be changed? We've made Alexa's word be "Computer" and want to change the T18X too.

Answer : The wake word was determined by amazon, unfortunately, user can not to change wake word currently, But if amazon makes this feature available, we'd love to add it.

3.Question: Does the T18X have an audio output like the dot? we currently plug one of our dots into the stereo, and the thermostat is right next to it.

Answer : It does not. The T18X doesn't have a AUX output for other audio equipment. But it does have a built-in speaker for music and other audio.

4.Question: Does anybody know if the manufacturer gives people a hard time in fulfilling the warranty?

Answer : Service and Support: All products come back by a 30-day change period, 1 Year maintenance period and lifetime support, But before that, please contact our customer service firstly.

5.Question: If i wired my ceiling fans to be controlled via wifi will the T18X control the ceiling fans also?

Answer : As long as your ceiling fan is compatible with the Amazon Alexa Voice service, then you would be able to talk to the T18X for control with your fans.

6.Question: Have a single gas fired hot water heating system with 4 zones. Will one T18X be able to control all four zones? If not, what are my options?

Answer : You would need a T18X per zone, if you want to control and monitor each zone remotely.

7.Question: Can i use an T18X with a heat pump?

Answer : Yes, all our T18X smart thermostats work with Heat Pump systems. Air to air or geothermal.

8.Question: Does the package contain the trim plate and if so what are the dimensions?

Answer : The T18X does come with a large trim plate: Length: 165mm Width: 129 mm

9.Question: Can the "alexa" feature of this thermostat be used to control the rainmachine mini-8 2nd gen sprinkler controller?

Answer : As long as your sprinkler control is able to be controlled by Alexa, like other smart home devices, then T18X will be able to take voice commands for that system.

10.Question: If i want this to hold a temperature and not do any program or anything automatic will it hold that temp?

Answer : You can set the Hold action (when you manually adjust to a new temperature) to be indefinite. Then, whenever you change the temperature, it will stay on that new set point until you change it.

11.Question: If I have have 2 thermostats, how can I voice control them individually if both wake up Alexa?

Answer : If two T18X are installed at the same time, It is impossible to control one of these devices accurately by voice, because both T18X use alexa as a wake word. we suggest that the installation distance between multiple T18X should be more than 7 meters, this prevents Alexa from controlling two or more T18X at the same time.

12.Question: In the privacy policies, it states, "T18X...may also anonymously aggregate your data..." wondering who all they share your data with? its not specific.

Answer : To protect users' privacy, T18X does not collect any information about customers, In the APP, we only need customers to fill in the simplest personal information when they register as users.

13.Question: If I have the Amazon Echo as well, when I say Alexa will both devices activate if both "hears" (devices located in diff locations)?

Answer : Alexa's ESP service is not currently available to 3rd party devices, like the T18X. But if they open to 3rd party devices, we'll look into adding it to the T18X. Currently the T18X will respond whenever it hears the wake word "Alexa".

14.Question: Can the T18X be connected to my Amazon Firestick?

Answer : The T18X can control any Alexa compatible device. I don't believe the fire stick is Alexa compatible.

15.Question: Why does alexa keep telling us "sorry, i need a minute"? none of the other echo dots in our house have this issue. is my alexa faulty?

Answer : When Alexa is saying "Sorry, I need a minute", then there's an issue with the Alexa service. When you get this response, and it continues after a good while, Please turn off the power for a few seconds and then turn it back on, If it still doesn't work, then contact our .

16.Question: Say I set up my vacation schedule.What if shut off wifi before that.Will the T18X still follow the schedule or it always needs access to the cloud?

Answer : If you loose wifi in the middle of a vacation event, the T18X will still be able to hold the vacation until the end date. It doesn't require a wifi signal to hold the vacation event. But without wifi internet, you won't be able to monitor or control the T18X remotely.

17.Question: When does the top blue led turns on? on all the time? only when alexa gets triggered? or when the thermostat "wakes" up (standing in front of it)?

Answer : The LED light at the top of T18X will only light up when the wake word is used, when it's thinking, when it responds, or when the device is muted to not wake up.

18.Question: I've called wink to see if its compatible with T18X 4 and they said "soon," but its not mentioned on either website. will it happen? when?

Answer : T18X is only compatible with Alexa and is currently not compatible with wink.

19.Question: Can I say to it - Alexa, turn the temperature to 76 degrees?

Answer : You can! You can give Alexa commands to control the heating or cooling by talking to your T18X. Since the device uses far fetch voice, it'll be able to hear you from across the room.

20.Question: Can you turn the system off? Sometimes we turn off our systems and open the windows on nice days.

Answer : With all our T18X thermostat, you have the ability to turn the system to OFF mode. Or you can schedule the OFF mode for certain times of the day.

21.I have two thermostats, dual zone. If I buy two will they work together for a dual zone environment?

Answer : If you have more than one T18X, you will be able to control them through App, They are not connected to each other, but multiple T18X can be controlled from the same App.

FCC Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 and, if not installed and used in accordance with the instructions, 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.

Radiation Exposure Statement

To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.