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CORRECTING E3 ERROR CODE OF FURRION ENHANCED MULTI ZONE WALL THERMOSTAT

COMFORT

Purpose

This document outlines the E3 error cause, resolution and the steps necessary to prevent the error from returning.

Overview

After powering on the thermostat and running a heating or cooling mode, the unit will operate normally. After approximately 6-36 hours, the thermostat may drop its mode function in which the air conditioner/furnace is no longer operating. Loss of functionality may be indicated by one of two following error conditions:

Fig. 1

1. The thermostat appears off with no mode function selected, and the Furrion name light is not illuminated. The system can resume by turning on the power button and reselecting the mode function. Loss of operation will occur again in the 6-36 hour window.

Fig. 2

2. An E3 error code will display indicating a loss of communication between the thermostat and control box. The system will shut down and require a main power reset to resume the mode selection. Once power is cycled, the system can resume by pushing the power button and reselecting the mode function. Loss of operation will occur again in the 6-36 hour window.

NOTE: The two error conditions may occur interchangeably if the thermostat sets without intervention. Each loss of communication occurrence may present differently as one of the above conditions.
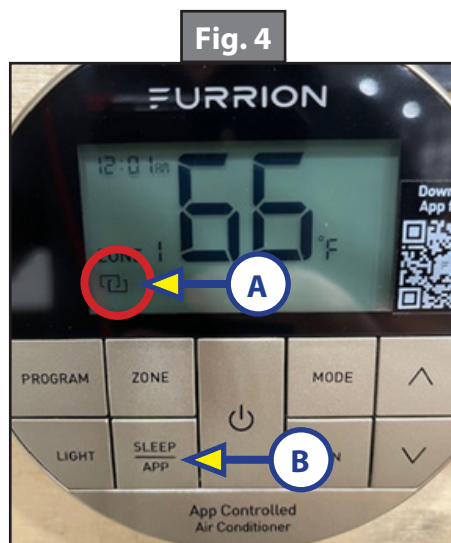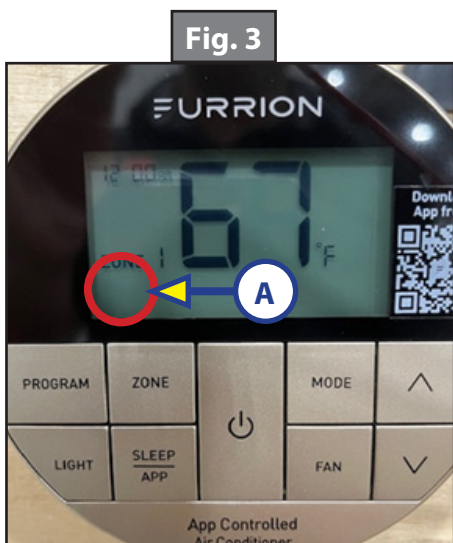
Cause

The app-controlled thermostat requires a device to be paired and stored in its memory to fulfill a system communication check. Without pairing the system, the check is incomplete, and the loss of communication is presented in one of the above-mentioned conditions.

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Procedure

A device needs to be paired with the thermostat to operate correctly. The pairing does not need to be the device of use, additionally the paired device does not need to be presently connected in location with the thermostat.

NOTE: Refer to the screen location (red circle below, Figs. 3A & 4A) on the thermostat to see if the thermostat is paired:

Fig. 3

Fig. 4

This indicator may be presented in 4 ways, and is important to understand:

Pair indicator illumination	Pairing Condition	Adequately Paired?
None	Not Paired	No
Flashing rapidly	Not paired - Pairing in process	No
Flashing slowly	Paired - Device out of range	Yes
Continuous	Paired - Device in range	Yes

Pairing a device

Follow the steps below to ensure a proper pairing. These steps are also found in the instruction manual.

The thermostat can be controlled from the "Furrion Control" app by using your iOS or Android phone. The app is available on the Google Play Store and the iOS App Store.
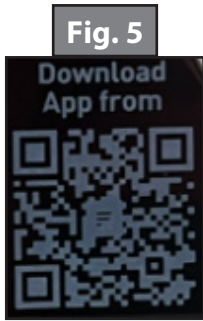Follow the app online instructions to finish the setup.

1. Press and hold the SLEEP/APP button, (Fig. 4B), for 2 seconds. The pairing symbol will start to blink indicating the device has entered the pairing mode.

NOTE: During the pairing process, press and hold the button for 2 seconds to STOP pairing.

2. Turn on the Bluetooth function on your phone, the available Bluetooth devices will be detected automatically.
3. Select the device to be paired. The icon will stop blinking after the pairing has been completed.
4. If you want to remove the device that has been paired, press and hold the SLEEP/APP button, (Fig. 4B), for 2 seconds.

NOTE: If the pairing cannot be completed within 5 minutes, the pairing process will stop automatically. Press and hold the SLEEP/APP button, (Fig. 4B), for 2 seconds to restart the pairing process.
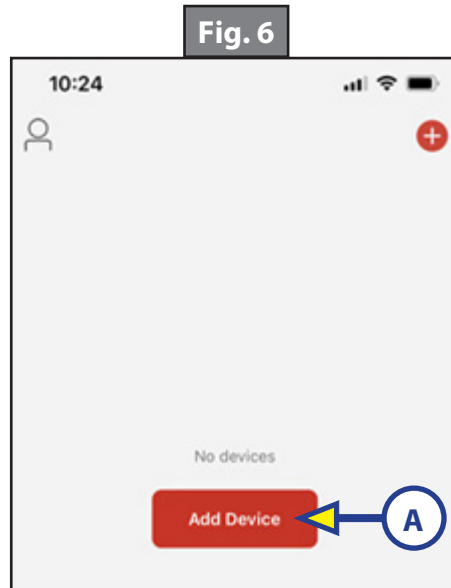
Fig. 5

Download App from

Scan the QR Code located on the front of the thermostat or go to smart321.com.

NOTE: The QR code in (Fig. 5) is non-functional. It is displayed for identification purposes only.

IOS Example:

After downloading the app and reaching the device setup screen, (Fig. 6):
Add a device by touching the "add device" button, (Fig. 6A).

Fig. 6

10:24
No devices
Add Device — A

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The display will show "discovering devices." Hold the SLEEP/APP button, (Fig. 4B) for two seconds. The pairing symbol, (Fig. 4A) must be flashing rapidly before clicking the "add" button below, or it will not discover and connect.
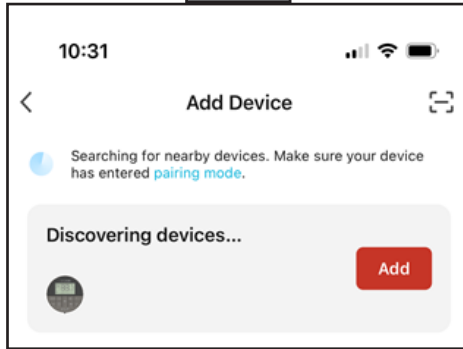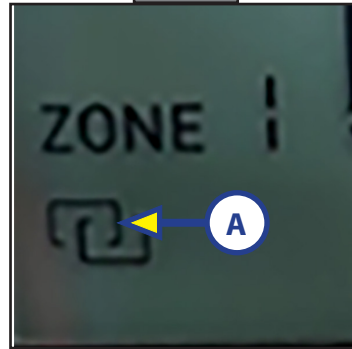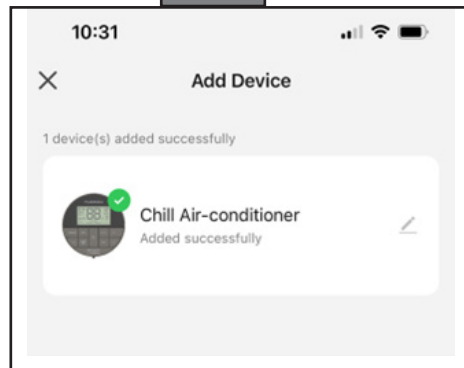
Fig. 7

Fig. 8

App will show "added successfully."

Fig. 9

Confirm the thermostat has been paired properly by operating it through the app. Once the operation of the thermostat has been paired, no communication issues will occur.

Important

- Never remove this pairing if not intending to use the APP Function. Refer to the pairing status symbol requirements to ensure proper operation.
- If the paired device is not present, and another device is to be connected, hold the Sleep/App button down for two seconds to remove the device and pair a new device.
- The device pairing has been stored in the memory and should a power failure occur, the thermostat will remember this pairing and does not need to be set up again.