
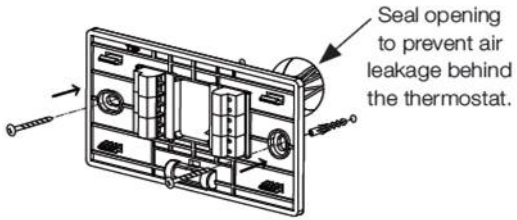


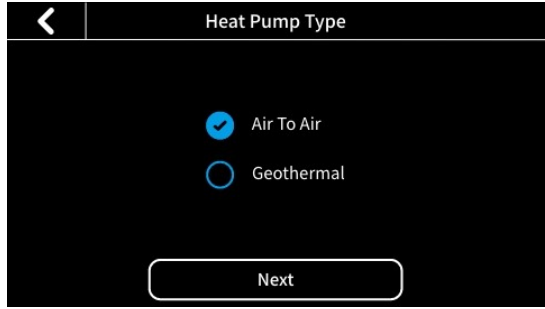
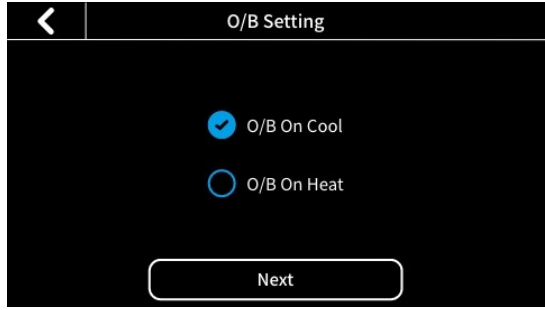
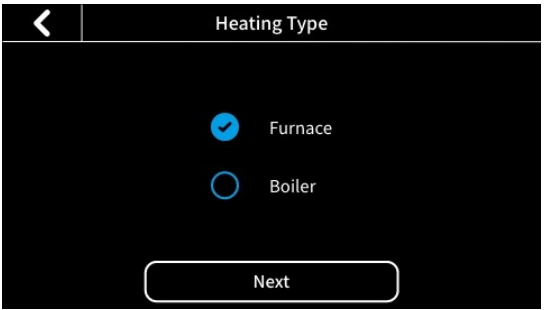
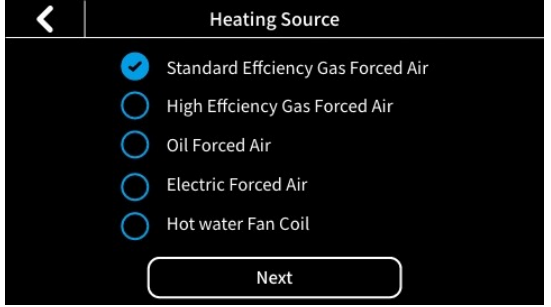
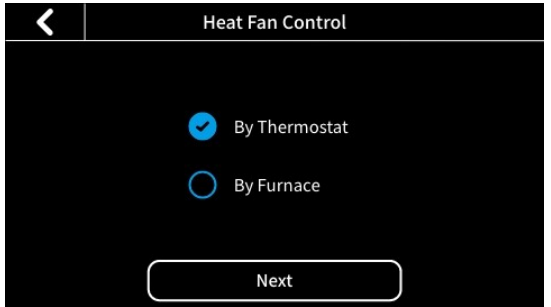
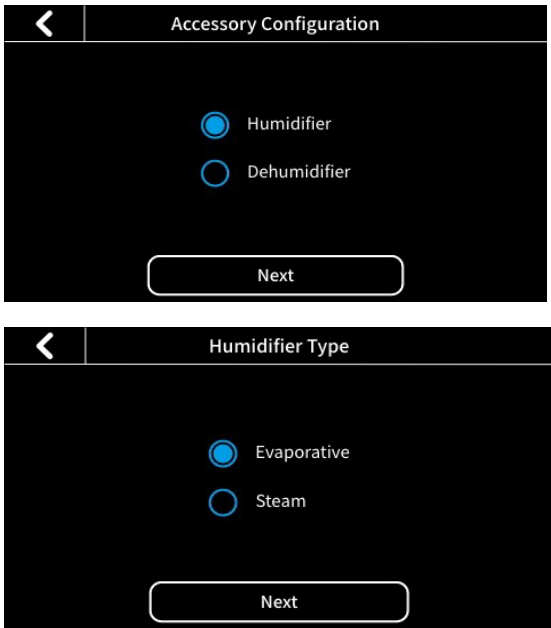


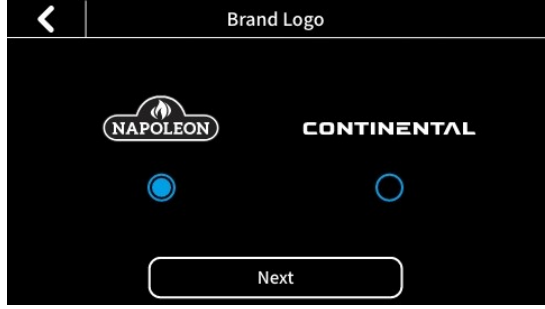

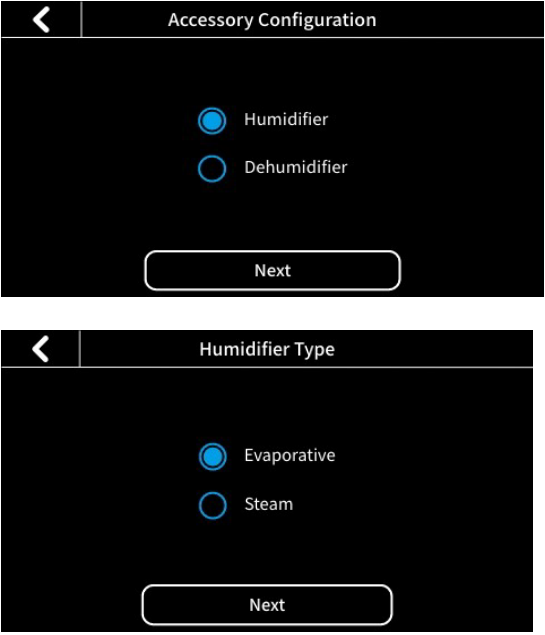
EQ Hub Smart Thermostat WSC43BA-KT



Thermostat Setup – please note that all pictures display the default settings.

STEP	ACTION	RESULT
1	Ensure slider switch is in the connect position on back of thermostat. If more than one R-wire move to “Disconnect”.	
2	Seal opening in wall for wires to prevent air leakage.	
3	Power thermostat on with power switch of furnace or air handler.	
4	Input wire configuration.	

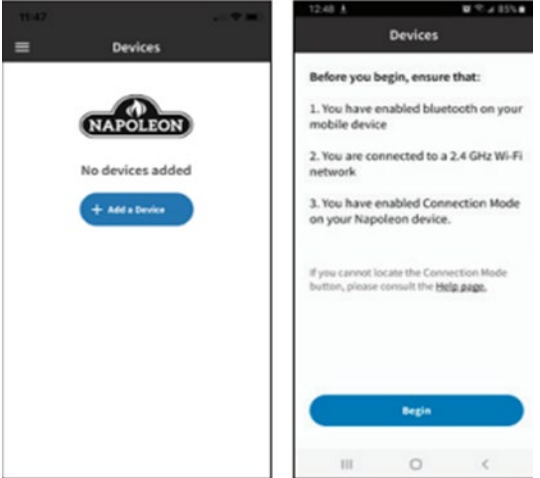

STEP	ACTION	RESULT
5	Confirm dip switch setting on the back of thermostat.	
6	Input Heat Pump Type. <ul style="list-style-type: none"> •Air to Air for Napoleon Heat Pump 	
7	Default Setting is O/B On Cool. Change setting from O/B On Cool to O/B on Heat for Napoleon Heat Pump	 <p><i>Picture displayed shows default setting</i></p>
8	Input Heating Type. Set to Furnace for Napoleon Heat Pump with Furnace or Air Handler.	

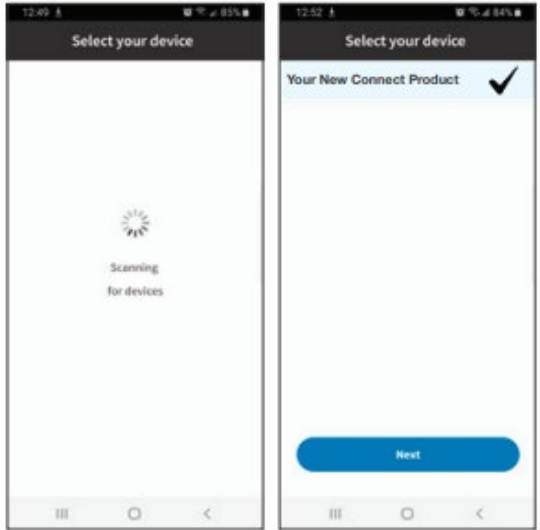
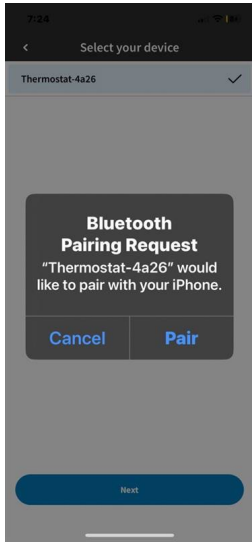
STEP	ACTION	RESULT
9	Input Heating Source. Set to High Efficiency Gas Forced Air for Napoleon Gas Furnace. Set to Electric Forced Air when using air handler.	
10	Heat Fan Control defaults to By Thermostat Note that 'By Furnace' cannot be used when a heat pump is a component of the system.	
11	Accessory Configuration.	

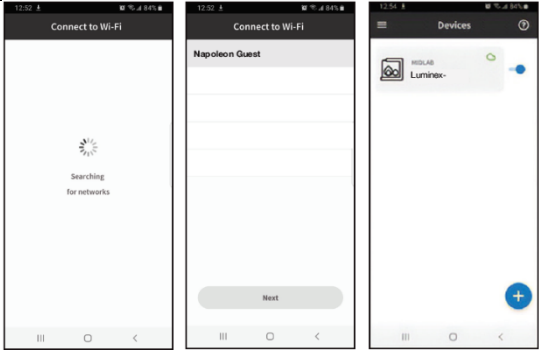
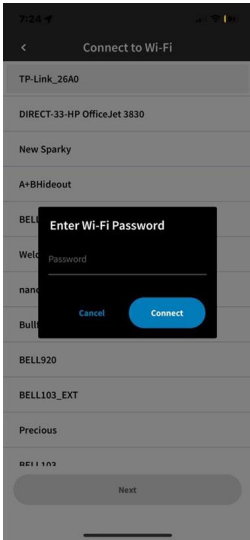

STEP	ACTION	RESULT
12	Choose Brand Logo.	
13	<p>Standard Screen after setup.</p> <p>Press ok to start using thermostat.</p>	
14	Accessory Configuration.	


STEP	ACTION	RESULT
15	Choose Brand Logo.	
16	<p>Standard Screen after setup.</p> <p>Press ok to start using thermostat.</p>	

WIFI connection (Must be 2.4 GHZ)

STEP	ACTION	RESULT
1	Ensure phone is connected to 2.4 GHZ network. Start pairing mode by disconnecting power, waiting 30 seconds, then powering back on.	The unit is powered down by removing from wall, then powered back on again to start Pairing.
2	Turn on Bluetooth on phone. In app press + Add a Device, then begin.	
3	On thermostat press reset WIFI button only once.	

STEP	ACTION	RESULT
4	App will scan, looking for thermostat. Once found, choose thermostat, and then press Next.	
5	Bluetooth pairing request will be displayed on your phone. Select Pair. (App to connect with Thermostat)	

STEP	ACTION	RESULT
6	<p>Choose WIFI network which is 2.4 GHZ. (phone should be on same network) Device name will be specific to thermostat. (will not be the same as shown)</p>	
7	<p>Input WIFI password.</p>	
8	<p>After a couple of minutes, the thermostat will be registered, and the device will be listed in the app.</p>	

STEP	ACTION	RESULT
9	It may take a few minutes for the thermostat to show that it is connected.	
10	<p>The thermostat will confirm with the cloud it has the latest firmware available. Firmware versions will be continuously updated automatically over-the-air (OTA).</p> <p>*Please note: the time it takes to update will vary</p>	

Registrations for Napoleon or Continental customers:

Use the following link or QR code

<https://www.napoleon.com/en/ca/heating-cooling/support/product-registration-hvac>





Registration Process: to be completed by Contractor

The following information is required from the homeowner for Hybrid Heating registration and customized hybrid heating switching tables:

- Customer Name
- Email
- Phone
- Address
- EQHub DSN and serial number
- Heat pump model and serial number
- Size setting of heat pump
- Electricity Supplier and rate plan – Switching tables for Ontario Only

Furnace brand and model, AFUE and input BTU rating

Furnace fuel type:

- If Natural Gas, input supplier.
- If Propane, input the price per liter the customer last paid.

House information

- Approximate square footage (excluding basement)
- Age of the home (Reminder: it's not the chronological age of the house, it's relative to how energy efficient the house is based on any renovations such as upgraded windows, insulation etc.)

The thermostat will be updated thru Wi-Fi by Wolf Steel within 2-3 business days after registration. Utility rates will be monitored, and the tables automatically updated monthly if there is a change affecting the tables. Wolf Steel will generate the optimized switching tables for the homeowner within 2-3 business days.

Customer Solutions team will be in contact if there are any concerns with the registered information. The homeowner will receive a Welcome Email when the over the air update has been completed. If there is a change in the purchased propane rate, please re-submit the registration form.

If no DSN number in the About screen, confirm Wi-Fi is connected. DSN is autogenerated during first Wi-Fi connection. If system is not registered, or outside of Ontario, it is recommended the heat source be set in Heat Pump, not Hybrid Heating. This mode will allow manual input of switching temperature and max run time of the heat pump.

Savings chart in App: (Ontario Only)

- 1) Thermostat must be registered and online to receive information.
- 2) Only see days of current month minus current day.
- 3) Takes 24 Hrs. (after 3 AM) to get update.



Frequently Asked Questions

- 1) Why can't I adjust some functions?
 - Wiring dictates what screens can be seen and what functions are available.
- 2) Why can I not add a second phone to the thermostat?
 - The thermostat can only connect to one app account. To use multiple devices, sign into same account on each device.
- 3) Why is the Thermostat not pairing with phone?
 - If Thermostat is not pairing, reset thermostat, delete device from App.
 - Then power down and restart mobile device and thermostat.
 - If the thermostat is still not pairing, try to log into another WIFI device using an incorrect password.
 - Retry pairing from the beginning.
- 4) How long is Pairing mode?
 - Pairing mode is approximately 15 minutes.
- 5) Why is there no DSN number?
 - DSN number will be assigned once Thermostat is hooked up to WIFI.
- 6) How long till switching Tables upload to thermostat.
 - It could take up to 2 business days.

For Full Benefits of Thermostat

- 1) Wire W1 and W2 terminals for two stage gas heating.
- 2) Wire Y1 and Y2 terminals for two stage blower speed on furnace for better humidification or dehumidification.
- 3) Wiring M1 terminal will allow usage of humidifier in both Heat pump and gas heating.
- 4) If additional thermostat wire cannot be added, consider moving thermostat near furnace.
(turning sensor off in thermostat) Use remote sensor (and add additional as needed) in place of thermostat on main floor. All controls can be access through app.
- 5) Modes - particularly comfort mode - huge benefit!!! Most customers keep a nighttime set back. In cold weather the heat pump takes hours to overcome this, and people complain. Use comfort mode - will fire the furnace to bring heat up quickly in morning and then automatically switch back to heat pump. Customers complain heat pump is not heating - dealer should explain operation of modes. Then there will be no call backs.
- 6) Use the supplied Outdoor Sensor as outdoor temperatures online hardly accurate can vary 3 – 5 degrees. The switching tables will be more effective giving better cost savings.
- 7) To not use the Hybrid function but, have dual fuel operation select Heat Pump option and set manually minimum temperature operation and maximum run time.