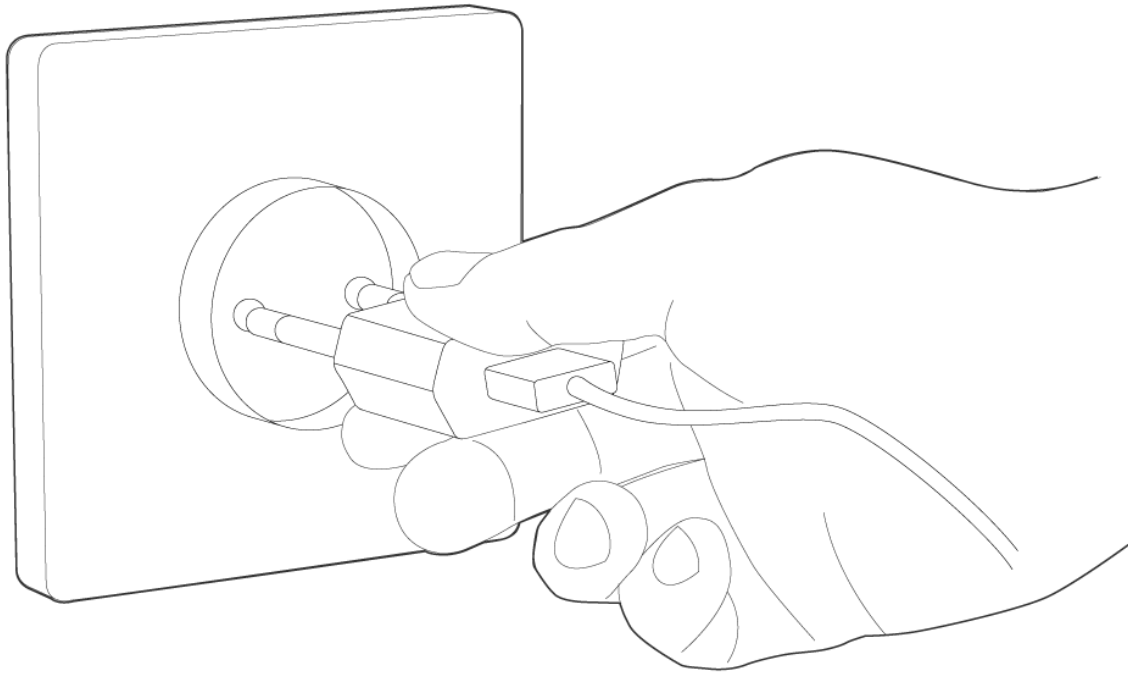


## **Trouble shooting steps**

### **1. How can I restart the Smart AC Control V3+?**

To restart the Smart AC Control V3+, simply disconnect it from the power supply for a little while. When you plug it back in, the device will automatically restart.



### **2. The Smart AC Control V3+ cannot turn my AC on. What can I do?**

This could happen because the Smart AC Control V3+ is not positioned correctly. Or because the Smart AC Control V3+ is not sending the right commands to your AC.

Make sure that the Smart AC Control V3+ is in the direct line of sight of your AC unit. And that it is not too far apart from the AC.

If your Smart AC Control V3+ is positioned correctly, then go to the respective room settings in **Settings > Rooms**. Try resetting the installation process by choosing **Restart AC Setup**.




In the **non-thermostatic operating mode**, if your AC reacts to the ON command on tado° (i.e. it beeps), but it does not switch on, please [contact our Technical Support](#).

### 3. Which air conditioners are supported by the Smart AC Control?

To assess tado°'s compatibility with your air conditioner, take a look at your air conditioner's remote control.

**The Smart AC Control V3+ works with all air conditioners with a remote control that displays the air conditioner's current settings (for example, mode, target temperature and fan speed).**

Generally, there are three kinds of remote controls for air conditioners:

Remote Control Type	Description	Compatible
Full state display	This popular remote type displays all settings such as mode, target temperature, and fan speed	
Temperature only	The remote's display only shows the measured room temperature	
No display	The remote only has buttons and lacks a display	

**Full State Display Remotes** send the complete set of information about the air conditioner's state (mode, target temperature, fan speed etc.) when a setting is changed. For example: when setting the temperature from 20 °C to 22 °C the Smart AC Control V3+ only sends one unique command to the air conditioner which contains all information about the mode, target temperature, fan speed, etc..

In contrast, **remote controls without a display** or where **the display only shows the measured temperature** toggle to the next value when a setting is changed and only send the information for this specific change. For example, when changing from 20 °C to 22 °C two "temperature up" commands need to be sent and the AC switches first to 21 °C and subsequently to 22 °C. The Smart AC Control V3+ and the air conditioner need to be synchronized to ensure that the Smart

AC Control V3+ always knows the current AC settings. Synchronization can be lost, for example, when the AC's original remote control is also used. When this happens the Smart AC Control V3+ would not know how many up or down command signals are needed to attain the target state.

Therefore the **Smart AC Control V3+ only supports ACs with a full state display remote.**



#### 4. How much power does the Smart AC Control V3+ use?

The wattage of the Smart AC Control V3+ on standby is approximately 0.15 W. This adds up to 1.31 kWh per year. Assuming an average electricity price of €0.21 (£0.18) per kWh, this results in yearly expenses of approximately €0.28 (£0.24).

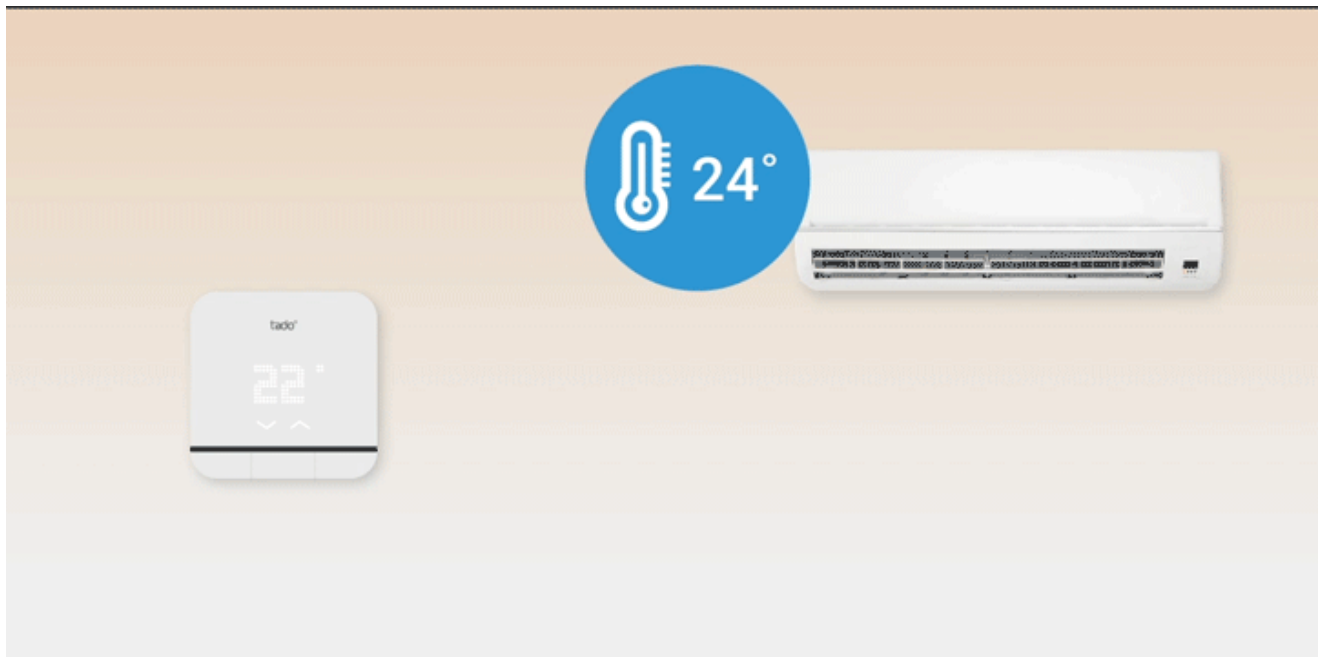
## 5. How does the Smart AC Control V3+ control my air conditioner?

The Smart AC Control replaces your AC remote and lets you control your home's climate from anywhere via the tado° app.

There are two ways in which the Smart AC Control can operate to control your AC:

### Standard mode

In Standard Mode, the **Smart AC Control sends the desired target temperature** and settings to your AC. Your **AC directly controls** and maintains **the room temperature** based on the temperature it measures and the target temperature set on tado°. This is the tado°-recommended control mode.



## Thermostat mode



In Thermostat Mode, the **Smart AC Control directly controls your AC**. It acts as a room thermostat and measures the current room temperature. It also **switches your AC on and off** to maintain the temperature you've set on tado°.

In this control mode, you can define a temperature range within which tado° should maintain the room temperature. This is called the [Acceptance Range](#). tado° turns your AC on and off based on the target temperature you've set and the acceptance range.

The Thermostat Mode is a limited control mode. In this mode, you may not be able to use some of the settings of your AC like Dry mode, Fan mode, fan speed, etc.

*Please note: Once tado° is set up to control your AC, changes you make using your AC remote will not be reflected in the tado° app.*

### 6. How can I do a factory reset of my Smart AC Control V3+?

If you wish to do a factory reset of your Smart AC Control V3+, touch the main display of the device for at least 5 seconds.



This will open the reset menu and the device will show a **screwdriver and wrench symbol**.



Use the arrow buttons to cycle through the menu until you see a symbol with an **exclamation mark and a trash can**.










Touch the main display to reset the device back to factory settings. The exclamation mark and trash can symbol will blink to confirm the successful reset.

7. What do the symbols on the Smart AC Control user interface mean?






Temperatures and Settings

Temperatures and Settings

Symbol	Meaning
	<b>Measured Temperature</b> Currently measured temperature
	<b>Target Temperature</b> Temperature device is set to
	<b>Home Mode</b>
	<b>Away Mode</b>
	<b>Manual Control</b>
	<b>AC Power</b> On
	<b>AC Power</b> Off













## Errors and Warnings

### Errors and Warnings

Symbol	Meaning
	<b>Not configured</b>
	<b>Configuration Download</b> The device is downloading its configuration
	<b>Firmware Download</b> The device is updating to a new firmware version
	<b>Wi-Fi connection error</b> My Smart AC Control shows error E02. What does this mean and how can it be solved?
	<b>Connection error to Internet</b> My Smart AC Control shows error E05. What does this mean and how can it be solved?

## Installation and Reset

### Installation and Reset

Symbol	Meaning
	<b>Animated Radar</b> Scanning for Wi-Fi networks
	<b>SSID of Access Point</b> ID of network to connect to
	<b>Connection to device established</b>
	<b>Sending an IR Signal</b>
	<b>Sending with Command Set</b> (during AC Setup only)
	<b>Recording an IR Signal</b> (during AC Setup only)
	<b>Wi-Fi Symbol</b> Cycling: connecting Solid: connected to Wi-Fi and waiting for server connection
	<b>Connected to Server</b>
	<b>Reset Menu</b> Entry point to the reset menu (advanced settings)
	<b>Delete Wi-Fi Credentials</b> How can I delete the Wi-Fi credentials on my Smart AC Control?
	<b>Factory Reset</b>
	<b>Back</b>

AC Settings (depends on AC model)

Symbol	Meaning
	<b>AC Mode</b> Cooling
	<b>AC Mode</b> Auto
	<b>AC Mode</b> Dry
	<b>AC Mode</b> Heating
	<b>AC Mode</b> Fan
	<b>Fan Speed</b> High
	<b>Fan Speed</b> Medium
	<b>Fan Speed</b> Low
	<b>Fan Speed</b> Auto
	<b>Swing</b> On
	<b>Swing</b> Off
	<b>Open Window Detection</b>

## 8. Why is it taking very long to update my Smart AC Control V3+?

To update to the latest firmware, the Smart AC Control V3+ needs to be in touch with our **Update Server**. Therefore, depending on your **geographical location**, the update can take some time.

Please **do not unplug** or **restart** the Smart AC Control 3+ when the update is ongoing.

### How can I reset the HomeKit configuration of the Smart AC Control V3+?

To reset the HomeKit configuration of the Smart AC Control V3+, you need to:

1. Remove the device from the Home app as explained in [this guide](#).
2. Unplug the Smart AC Control V3+ from the power supply. Wait for two minutes and plug it back in to restart the device.
3. Set up the [Smart AC Control V3+ with the Home app](#) again.

### More information:

[My Smart AC Control V3+ is not connecting to HomeKit. How can I fix this?](#)