



## **Why is my Ecobee indicating that the "indoor temperature is BELOW or ABOVE the desired temperature" despite the desired temperature and actual indoor temperature being the same?**

This happens because of a specific setting in your app. You can establish upper and lower temperature limits to receive notifications when your home becomes excessively hot or cold. These limits shouldn't match the temperature you find comfortable; they should be set approximately 10 degrees higher or lower than your usual indoor temperature preference. This guideline applies similarly to the HIGH and LOW humidity alerts.

## **Is it cause for concern when I receive the notification "Your AUX heat has been active for 3+ hours in the last 24 hours"?**

It may not always indicate a problem. When the outdoor temperature drops to the mid to low 30s, your heat strips are often required. This alert accumulates the total duration the AUX heat (heat strips) operates. If it surpasses 3 hours within 24 hours, the alert triggers. However, if this alert occurs during temperatures in the mid to high 40s, it might be a cause for concern. This threshold can be adjusted to as high as 8+ hours, and if preferred, you can also disable this alert.

## **What causes my thermostat to alter the desired temperature without any changes made by me?**

This situation may occur when ECO+ is activated on your thermostat. You have the option to control the intensity of the ECO mode's operation. To modify or turn off this feature, navigate to the three dashes at the top right of your thermostat, choose the gear icon at the bottom right, scroll down to find ECO+, and from there, you can disable it or adjust its aggressiveness level.

## **Why am I notified about the thermostat being adjusted slightly to conserve energy during periods of high demand?**

This occurs when ECO+ is activated on your thermostat, and you have the ability to control the intensity of the ECO mode. To adjust or turn off this feature, access the three dashes at the top right of your thermostat, click on the gear icon at the bottom right, scroll down to locate ECO+, and from there, you can either disable it or modify its aggressiveness level.

## **How do I adjust or disable Reminders and Alerts on my Ecobee thermostat or my Ecobee App?**

Please click the button below

[\*\*APP SUPPORT\*\*](#)