

Hearthly T3 troubleshooting

Fix common thermostat problems before you call support

Hearthly T3 Smart Thermostat, model T3-200

Firmware 2.8 or later

Last updated: October 2026

Who this is for

Homeowners whose thermostat misbehaves, before calling support. Each entry lists the symptom, the likely cause and the fix.

Display is blank

LIKELY CAUSE

No power on the C-wire or a tripped HVAC breaker.

FIX

Reset the breaker, check the C-wire is seated in the **C** terminal, press the faceplate back on until it clicks.

App shows "Offline"

LIKELY CAUSE

The thermostat is on a 5 GHz network or the router password changed.

FIX

On the thermostat open **Settings > Wi-Fi > Reconnect** and pick a 2.4 GHz network.

Displayed temperature does not match the room

LIKELY CAUSE

The unit is near a heat source or a draft.

FIX

Open **Settings > Sensor > Temperature offset** and adjust by up to $\pm 3^{\circ}\text{F}$.

Heat runs constantly or cycles every few minutes

LIKELY CAUSE

Wrong system type.

FIX

Open **Settings > Equipment > System type** and choose **Heat pump** or **Furnace** to match your system.

STILL NOT WORKING

Contact support with your model number and firmware version from **Settings > About**.

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