

WT-137U FAQs

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Display is blank (no dashed lines, numbers or letters).

- ✓ This is often a power related issue. Remove the battery from display for at least 2-hours.
- ✓ Press a button 20 times to discharge random electricity.
- ✓ Install fresh alkaline battery with correct polarity.
- ✓ If the display does not show lines or numbers with in 30 seconds (will always show red and green half circle on top), the display may need to be replaced.

Display has missing segments (all or part of a number or letter are missing).

- ✓ This is generally a power related issues. Battery may be overpowered or underpowered.
- ✓ Remove the battery from display for at least 2-hours. Install a fresh alkaline battery with correct polarity.
- ✓ If the display still has missing segments the display may need to be replaced.

Display is frozen (display does not change).

- ✓ If this is a new display, please be sure the printed scratch guard has been removed from the face of the display.
- ✓ This thin piece of plastic has printed numbers for store displays. With all power removed the display should be blank (will always show red and green half circle on top).
- ✓ If numbers still appear, please check for scratch guard on the display.
- ✓ If the display has been working properly for a while, and now the display is frozen, remove battery from display. Leave the battery out of the display for at least 2-hours.
- ✓ Install fresh battery with correct polarity.
- ✓ If the display is still frozen please note the following:
 - Does it freeze at certain times of day or night?
 - Does it freeze when certain buttons are pressed?

Display looks garbled (everything is hard to read and looks overwritten).

- ✓ If this is a new display, please be sure the printed scratch guard has been removed from the face of the display. This thin piece of plastic has printed numbers for store displays. With all power removed the display should be blank (will always show red and green half circle on top).
- ✓ If numbers still appear, please check for scratch guard.
- ✓ This is generally a power related issues. Battery may be overpowered or underpowered.
- ✓ Remove the battery from display. Press any button 20 times.
- ✓ Leave the battery out of the display for 1-2 hours.
- ✓ Install fresh battery with correct polarity.
- ✓ If the display is still garbled, the display may need to be replaced.

The display is dim.

- ✓ Please note if the display is dim at every angle. Many displays are designed to sit at an angle on the table. The display generally has a gray background.
- ✓ If the display is left in the sun it may develop a cloudy discoloration.
- ✓ This can be a power related issue. Battery may be overpowered or underpowered.
- ✓ Remove battery from display. Leave the battery out of the display for 1-2 hours.
- ✓ Install fresh battery with correct polarity.
- ✓ If the display is still dim the display may need to be replaced.

Display drains the battery quickly.

- ✓ A battery should last 1-year, or more if the battery is good when inserted. If the battery in the display is not lasting that long, please try these tasks:
 - Test a new alkaline battery. Write down the date of installation and the voltage of the battery.
 - When the battery fails, please note the date and voltage again. This is helpful in determining the problem.

Indoor Temperature is showing dashes or OFL (outside factory limits).

- ✓ This is generally a power related issues. Battery may be overpowered or underpowered.
- ✓ Remove the battery from display. Press any button 20 times.
- ✓ Leave the battery out of the display for 1-2 hours.
- ✓ Install fresh battery with correct polarity.
- ✓ If the indoor temperature is still dashes or OFL, the display may need to be replaced.

Indoor Temperature is inaccurate.

- ✓ Place the display next to (within 1 foot) the thermostat for 2-hours.
- ✓ The temperature readings should be within 4 degrees to be within tolerance.
- ✓ Look for sources of heat or cold that may affect the display. Consider vents, window and doorframes, sunlight, etc.

Select Fahrenheit/Celsius:

- ✓ Firmly press and release the C/F button on the back to select C or F.

MIN/MAX Temperature/Humidity:

- ✓ **VIEW:** Press and release the MIN/MAX button to display indoor minimum and maximum records.
- ✓ **RESET:** Press and hold MIN/MAX to reset all data records.

Comfort gauge for humidity.

- ✓ The arrow in the top of the display will point to dry, dry/comfortable, comfortable, wet/comfortable or wet based on the humidity only.
- ✓ The temperature does not play a factor in this reading.
 - DRY < 34%
 - DRY/COMFORT 35 - 40%
 - COMFORT **41 - 55%**
 - COMFORT/WET 56 - 64%
 - WET > 65%