

Cozy Troubleshooting Guide

If you are cold, please follow these steps:

- Put the target temperature to a higher setting than the room temperature.
- Note: Setting it to the max setting will keep the fan on continuously. Be sure all windows are tightly closed and there are no drafts coming from window or sleeve air conditioning units.
- **Carefully** check the risers (the pipes leading from each radiator to the ceiling) to ensure they are hot. If they are cold, then the radiator is not receiving heat from the boiler. Contact Building Maintenance.

If you think your Cozy is not working properly:

- Unplug the Cozy and wait 90 seconds before plugging it back in. Why? The Cozy has a capacitor that stores power for about 80 seconds.
- Once you have plugged it in, a properly working Cozy should do the following: The e-Ink display should flash.
- If any of these steps do not happen, please contact Building Maintenance. Or call us on our hotline: +1 (844) 335-4328.

Caring for your Cozy: Use Mild Soap and Water

- Your Cozy should be cleaned with either a soft cloth or a light brush, using a solution of mild soap and warm water. The best type of soap to use for this purpose is one that has emulsifiers that can break down the most common types of stains.

Note:

After restarting, the Cozy may take a minute to calibrate before you can use the touch screen. Keep in mind that the Cozy only works when the building heat is on.