Brightdial: top call reasons

Last Modified on 11/23/2026 1:41 pm EST

Reader group: Team Brightdial

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Safety first: if a caller mentions a gas smell, a carbon monoxide alarm, smoke or sparks, stop troubleshooting and follow Safety calls.

Reason	Answer
Thermostat shows offline	Offline troubleshooting
Screen is blank	Check the C-wire light on the base; if off, it's a power issue. Most need a C-wire or the power adapter kit.
Heat or AC won't turn on	Check the mode and schedule, then the wiring diagram in the app
Schedule keeps changing	Turn off Auto-learn in Settings
Warranty replacement	Warranty and replacements
Install help	Send the install video link; book a pro install if they're not comfortable with wiring