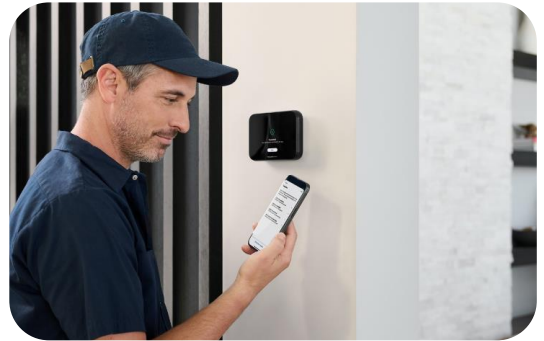


Data Logs for ElitePRO Smart Thermostats

Step-by-step

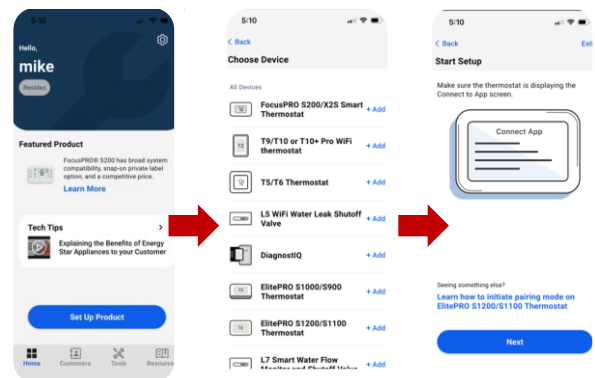
Data logs* provide HVAC professionals with a simple way to collect thermostat system data for troubleshooting and warranty-related investigations. Using the Resideo Technician app, the data logs are pulled from the thermostat via BLE and can be downloaded to a csv file and shared via email for further analysis

**Data logs are only available for ElitePRO™ smart thermostats*



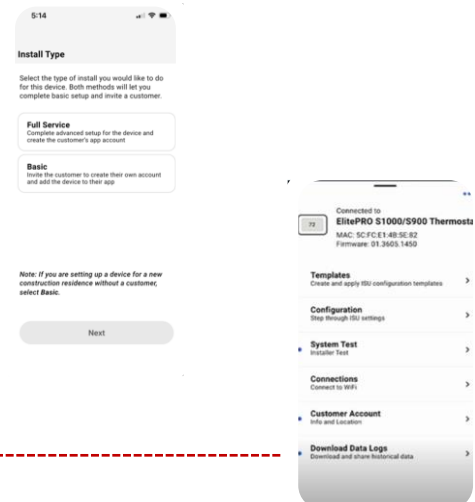
Step 1:

At the thermostat location, open the Resideo Technician app and connect to the ElitePRO thermostat via Bluetooth by selecting **“Set Up Product”** and following the pairing instructions.



Step 2:

To access and download data logs, select **“Basic”**. If the thermostat is registered, it may skip this step and go directly to the menu showing **“Download Data Logs”**



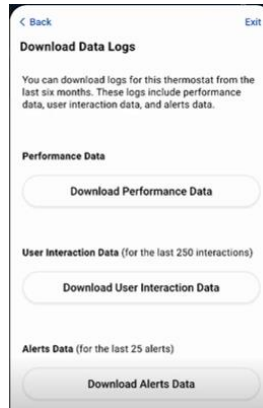
Step 3:

On the following screen, select the **“Download Data Logs”** option.

Step 4:

Choose the desired data log type and tap **“Download”**. The file is downloaded to your mobile device in csv format and then can be shared via email.

Most downloads are completed in less than 30 seconds, though larger files may take longer in some cases.



Available Types of Data Logs

Performance Data: shows an hourly breakdown of:

- Run time of different stages of heating and cooling
- Fan run time
- Humidifier run time
- Dehumidifier run time
- Ventilator run time
- Min and max indoor temperature and humidity
- Min and max outdoor temperature and humidity
- Min and max estimated CO₂ reading
- Min and max Total Volatile Organic Compounds (TVOC) reading
- Delta T information*
- Min and max discharge and returns readings*

Alert Data: shows any alerts, when they occurred, and what the status of that alert was at the time of log download.

User Interaction Data: shows what changes were made on the thermostat and when (including set point, mode, and schedule changes).

**If a discharge and return sensor were installed.*

Step 5:

Once back at the office, open the email containing the data logs and select the files you would like to review. The data logs are provided in spreadsheet format to allow for easy analysis.

	Minimum Outdoor Temperature	Maximum Outdoor Temperature	Minimum Outdoor Humidity	Maximum Outdoor Humidity	Minimum Indoor Temperature	Maximum Indoor Temperature	Minimum Indoor Humidity
Apr 23, 2026: 10pm - 11pm	74Â°	74Â°	70%	71%	81Â°	81Â°	56%
Apr 23, 2026: 11pm - 12am	71Â°	71Â°	76%	73%	78Â°	80Â°	56%
Apr 24, 2026: 12am - 1am	71Â°	71Â°	80%	80%	77Â°	77Â°	56%
Apr 24, 2026: 1am - 2am	69Â°	69Â°	81%	83%	78Â°	78Â°	60%
Apr 24, 2026: 2am - 3am	66Â°	66Â°	92%	92%	--Â°	--Â°	60%

Frequently Asked Questions:

Q: In what file format are data logs downloaded?

A: Data logs are provided in CSV format for easy viewing and analysis in spreadsheet applications.

Q: Are data logs supported on smartphones and tablets?

A: Yes, data logs can be downloaded using the Resideo Technician app on both smartphones and tablets.

Q: Are data logs available in both Basic and Full Install modes?

A: Yes, data logs can be accessed in both Basic and Full Install modes. This feature is available to users associated with a company account and is not available to guest users.