

## Dometic Duo-Therm Climate Control Thermostat Issue



If you experience a Dometic Duo-Therm 4 or 5 button Climate Control thermostat (as pictured) that fails to operate a furnace or air conditioner, there may be a simple fix for this problem. I receive frequent calls for this problem, and unfortunately, the issue is not addressed in the thermostat owner's manual.

This thermostat is capable of operating several appliances (heat pumps, air conditioners, furnaces). The thermostat may have 2 or more "zones" meaning that it can control these devices in the front and rear (and/or center) of the RV at the same time with different settings, basically it is two or more thermostats in one unit. On 5 button thermostats, simply pushing the zone button will cycle through the available zones. On older 4 button thermostats, you need to press MODE and FAN together to

cycle through the available zones.

The problem that occurs is that if there is a 'mismatch' of appliances, the system will fail to operate. This will occur if say zone #1 is set to air conditioner and zone #2 is set for furnace (or visa-versa). When the system sees this mismatch, it will not operate in either mode.

To check this, you must cycle through the zones to determine if the appliances are mismatched. If one zone shows furnace and one zone shows air conditioner (or heat pump) they are locked out. If you are requesting air conditioning, simply set the mismatched zone (furnace) to "off" or air conditioner mode. If this is the problem, once the mismatch is corrected, the appliance will come on immediately.

Another issue that occurs with this thermostat is that *it treats a heat pump unit or heat strip as an air conditioner*, so for example you select zone #1 to "HEAT PUMP" or "HEAT STRIP" and zone #2 to "FURNACE", it considers this a mismatch and will fail to operate either device until the mismatch is corrected. Generally if you would like to use the heat pump (or heat strip) to heat the RV, both zones must be set to "HEAT PUMP" or one on "HEAT PUMP" and the other zone(s) to "OFF". Furnace and heat pump cannot be operated at the same time on different zones.

I hope you find this article helpful, and of course if this does not correct your problem, please call me.

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