

Thermostat or remote temperature sensor is in malfunction

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

The Malfunction trouble condition indicates a device is unable to properly communicate.

Platform	General / Device
Content type	Troubleshooting
Source last updated	2023-12-13

Procedure

If a Z-Wave thermostat is in malfunction or offline

1. Additional troubleshooting steps for the thermostat may also be found within the Z-Wave Troubleshooting Wizard. For more information, see Z-Wave Troubleshooting Wizard.
2. Verify the device is powered on.

3. Verify the device is within range of the Z-Wave network.

Trigger the thermostat by manually changing the temperature on it.

1. Power off the device by removing it off the wall and removing the batteries, if possible.

Wait a couple of minutes, and then power the device back on.

Note: For the Smart Thermostat HD, power down the thermostat by powering off its respective breaker, then power the breaker back on to power on the thermostat.

Once the device has been powered on, repeat step 3.

If the device is still in malfunction or offline, contact your service provider.

If a Z-Wave remote temperature sensor is in malfunction or offline

Activate the remote temperature sensor by either pressing the [Wifi] button or sliding the cover off of the sensor. The sensor's LED should illuminate.

1. Verify the remote temperature sensor has battery power. Replace the battery if needed.

After replacing the battery, repeat step 1.

If the device is still in malfunction or offline, contact your service provider for further assistance.

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Home_Automation/Thermostats/Thermostat_or_remote_temperature_sensor_is_in_malfunction

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

Revision #1

Created 2026-09-01 00:30:01 UTC by Jerdenn Calag

Updated 2026-09-01 00:30:01 UTC by Jerdenn Calag