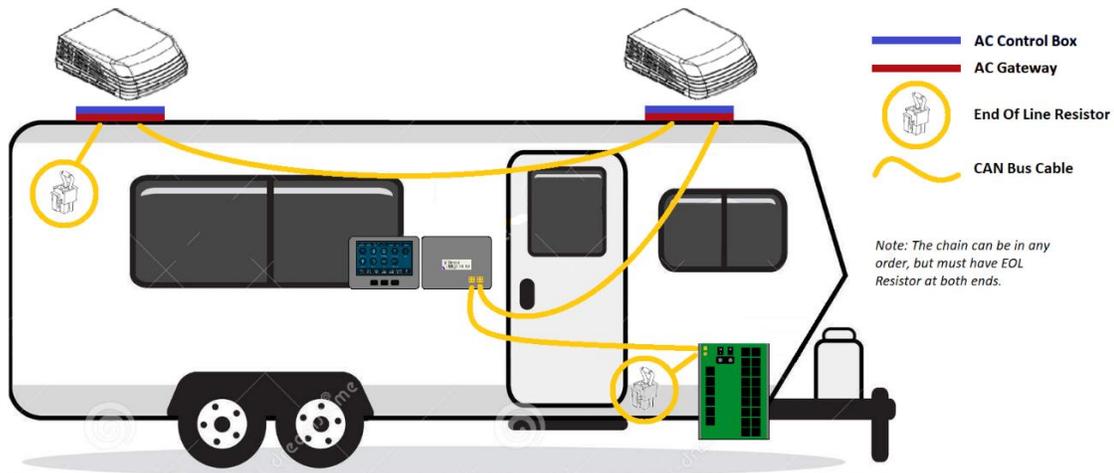


## iN-Command HVAC Troubleshooting

The iN-Command system does not connect directly to the air conditioners or furnace. In the ceiling of each zone is a computer, referred to as a gateway, which acts as the middleman between iN-Command and the HVAC functions. Think of these gateways as thermostats and the iN-Command system as a window to the thermostats. Below is a drawing showing the CAN bus chain, including the end of line (EOL) resistor. This resistor indicates the beginning and end of the CAN bus chain.



- iN-Command display shows no reading for zone temperatures (-F°):
  - The gateway for this zone is not providing or communicating a temperature reading to the iN-Command display.
    - **Verify the gateway/control box is set to the correct zone (see PAGE 2)**
    - **Verify** the gateway has power and the CAN bus cables are connected.
    - **Verify** the room temperature sensor on the wall is not damaged.
- The AC or furnace will not fire or will not maintain the set temperature:
  - You are using the iN-Command display correctly, setting the temperature for each zone to what is desired.
    - **Verify** the set temperature is within the gateway's operating range of 55°-90°.
  - iN-Command does not fire the AC or furnace, it is the gateway (thermostat) that fires voltage to the AC and furnace control box. The gateway will again fire the function as the temperature changes. iN-Command simply allows the user of the trailer to set their requested temperature, but it is the gateway that accomplishes that request.

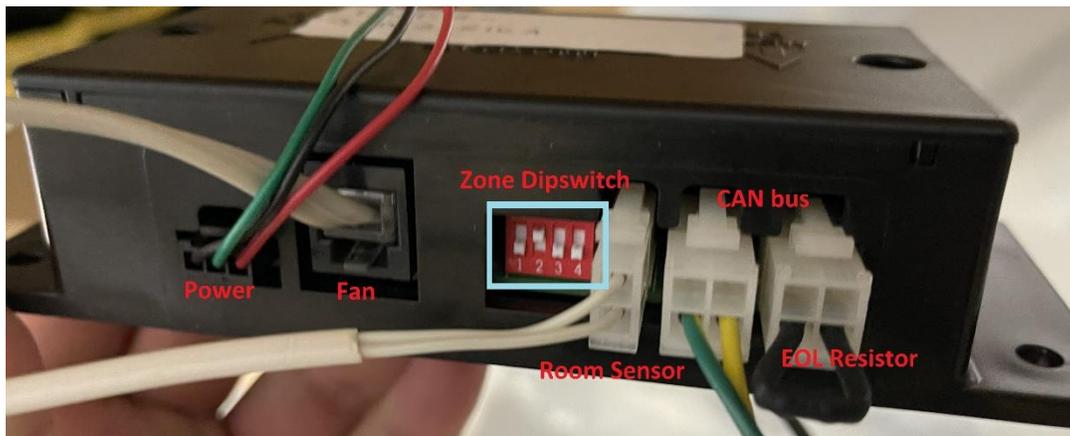


*Anytime you connect or disconnect a component in the CAN bus system you must power cycle the entire RV by disconnecting all batteries and shore power.*

**Verify** the gateway/control box is set to the correct zone:

1. Dometic

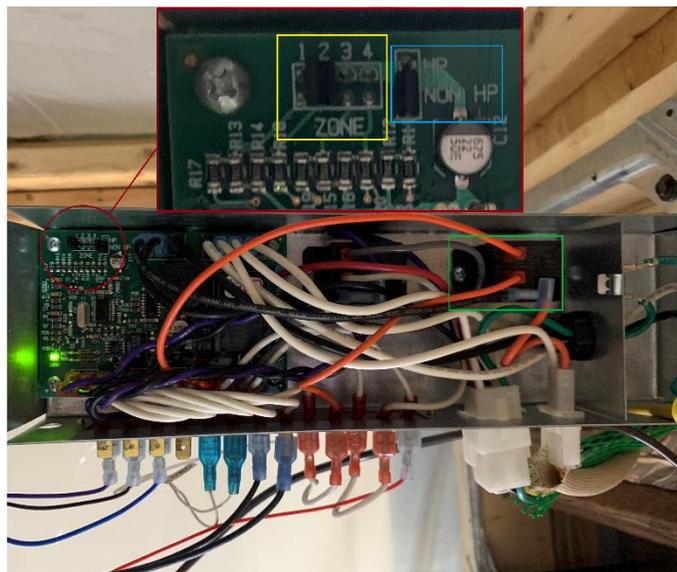
- a. This gateway is where you will assign the dipswitches to match the floor plan on the iN-Command display. In the picture below 2 is ON while 1,3, and 4 are OFF. This assigns this gateway to ZONE 2 on our display. This gateway would provide a temperature for ZONE 2, if this is set incorrectly then you will not see a temperature in ZONE 2 nor will you have any control of ZONE 2 on our display.

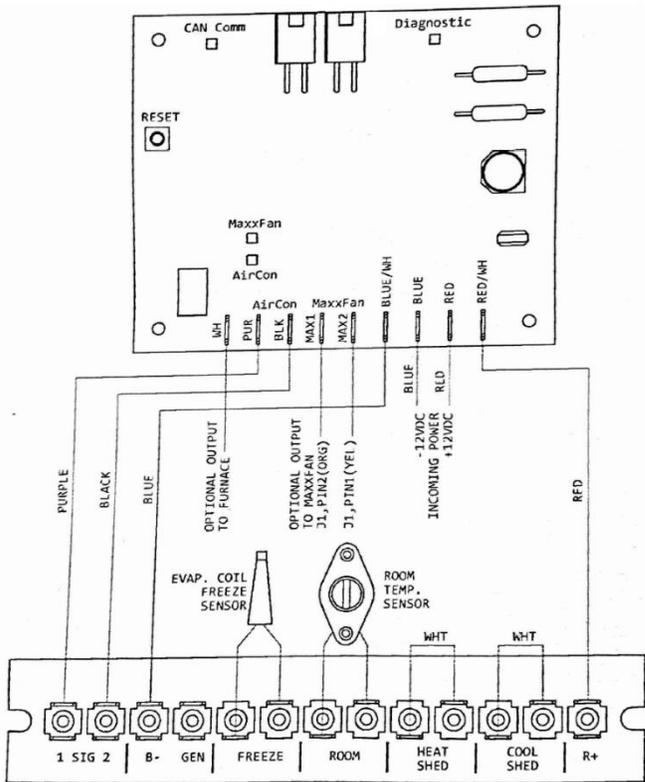


2. Coleman/RVP

- a. This gateway has similar connections to the other version, but the way you assign a zone is different. With RVP you will assign the jumpers on the RVP control box shown below in **YELLOW**. In **BLUE** you will find a jumper to toggle their heat pump – HP / NON HP. In **GREEN** you will find the relay which enables the control box for heat options.

- i. It is important to note that the same PCB board is used on control boards that do not support heat options. If there is no relay (in **GREEN**), the board will not control electric heat even though the HP / NON HP jumper is there.





- HVAC Scheduling on iN-Command
  - At the bottom of the HVAC page on iN-Command you will see Schedule, Start, and Stop (**see PAGE 1**). If there are times below Start and Stop, then a schedule is active. To disable the schedule tap below Schedule and the times should disappear. To adjust the scheduled times, tap on the clock in the bottom right corner of the HVAC page.
  - iN-Command updates can be found here: <https://in-command.net/control-systems/>
- Select your system, download the available updates, and reference the update instructions under the RESOURCES area below.
- **Please note that there is not a previous version of software that would not allow your AC or furnace to function.**

## Resources



Videos



Quick Reference Guides



Manuals



Software Updates



Software Updates

	Update Instructions
	Display Commander OS Version: 1.3.7 Released: 11/1/2019
	Display Commander App Version: 1.02.06 Released: 4/14/2020
	Body Control Module Version: 1.3.7.5 Released: 4/14/2020

- Dometic Room Sensor



- RVP Room Sensor

