

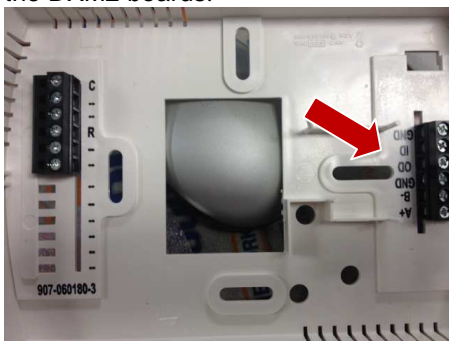


Technical Service Bulletin - TB019

Date: June 13, 2013

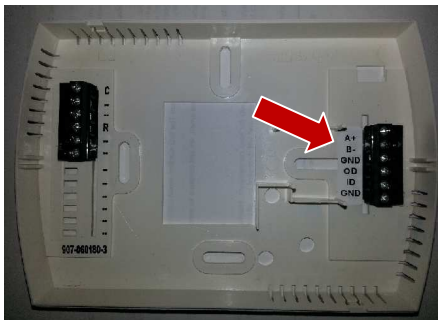
Product: ATC32U01_ Communicating Thermostats.

Issue: Incorrect labeling of connection terminal at the thermostat base. The screen print labeling communication connection terminals is placed upside down. If communication harness from the DXM2 board is connected to the terminals as marked (A+ B-) shown below in the picture labeled as "incorrect labeling" will result in communication Error. Thermostats will not communicate with the DXM2 boards.



Incorrect labeling

Solution: ClimateMaster has developed a correct labeling sticker part number 95B0040N01 which can be applied over the screen print to indicate correct connections as shown in the picture labeled "Correct labeling". Stickers can be ordered through normal warranty parts ordering process. Connect communication harness/wires according to the correct labeling to correct the communication error.



Correct Labeling

Reimbursement: Climatemaster will authorize one half hour labor in conjunction with at trip charge for a total of \$70.00 per incidence for the units installed.

A onetime compensation in the amount of \$7.00 each t-stat will be authorized. Please submit an online order and reference TB019 in the order notes to receive compensation. Include a sales order number and quantities for stock t-stats.

Climatemaster is very sorry for the inconvenience this may have caused. If you have any further questions please contact technical services at 1-800-299-9747

Thank you,
ClimateMaster