

TECHNICAL INFORMATION COMMUNICATION



**United
Technologies**

Building & Industrial Systems

Quality and Continuous Improvement

Number: TIC2015-0008

Date: 4/1/2015

Title: C^or™ & Housewise™ Thermostats Software Update

Product Category: Wall Controls

Products Affected

TP-WEM01, T6-WEM01

Situation

The temperature differential setting on some thermostats becomes set to a default of 1.5°F rather than 0.5°F, causing the thermostat to engage the system later than intended.

Technical Information

Investigation found modifying the thermostat's schedule from the mobile app causes the differential temperature for occupied profiles to be set to the unoccupied value of 1.5°F. To resolve the issue, a new software version for the thermostat will be released the week of April 6th, 2015.

Temperature differential setting

The temperature differential setting on the C^or™ and Housewise™ thermostats sets the threshold between indoor temperature and setpoint for which the thermostat will engage the equipment. For instance, if the heating differential setting is 1°F then the thermostat will engage heating when the indoor temperature is 1°F below setpoint. If the cooling differential temperature setting is 0.5°F then the thermostat will engage cooling when the indoor temperature is 0.5°F above setpoint. By default, occupied comfort profiles (Home, Wake, & Sleep) have a default differential temperature of 0.5°F. As part of the energy savings algorithms, the unoccupied comfort profile (Away) has a default differential temperature 1.5°F (1°F above the occupied setting).

To change the temperature differential setting on the thermostat go to:

Menu > Service (hold for 10 sec) > Installation Settings > Operating Thresholds

From here, depending on the equipment installed, the heating and cooling differential temperature settings are located in either the Compressor Configuration menu or the Heating Configuration menu.

Note: *The Away differential Temperature is not adjustable and will remain 1.5 degrees F.*

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.