

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC 2019-0017

Date: 08/21/2019

Title: Cor7C & 5C Thermostat Mobile App Update

Product Category: Residential Thermostats

Products Affected:

Models:

TSTWRH01

TSTWHA01

Situation:

The next update to the C r Smart Home mobile app for C r 5C and 7C thermostats is ready for release. iOS® version 2.4 is available starting August 21st. The Android® version 2.4 is expected to be released and available starting the week of August 26th.

Users must update their mobile app to enjoy the new enhancements and features.

Technical Information:

iOS® and Android® version 2.4

Key changes for home owners in this release are as follows:

- An issue with the thermostat and mobile App showing different information has been corrected
- Frequent App logout problems have been addressed
- Removal of all "Coming Soon" references

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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.