

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC 2020-0004

Date: 03/11/2020

Title: C r7C & 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 2.6 and Android version 2.6 will be available on the respective app stores within the next week.

The C r Smart Home application is being moved to a new domain name. The existing domain name, and the new domain name are both currently active until March 31, 2020, at which time the existing domain name will be de-activated.

Any new thermostats commissioned after March 31, 2020 must have the domain name changed to allow thermostat connection to the servers. When commissioning new thermostats using AP mode, the updated app it will automatically modify the thermostat domain name settings to allow for connection to the new domain.

Existing, connected thermostats have already been updated with the new domain name using Over-The-Air updates.

Technical Information:

IOS version 2.6 and Android version 2.6

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

- Ability to update thermostats to the new carrier.com domain

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.