



Unitary Products Technical Services Service Tips Letter

Letter: **ST-004-2018**

Date: February 20, 2018

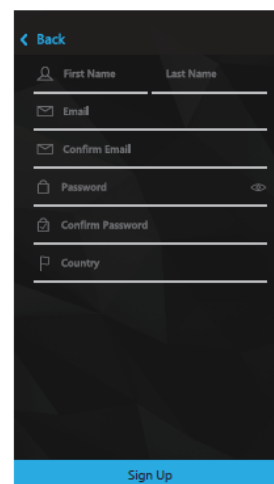
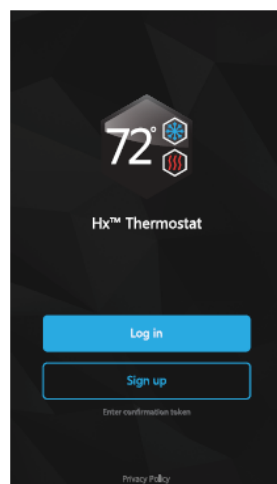
To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: **S1-THXU280 (B, W) Thermostat Apple iOS Mobile application (APP) pairing**

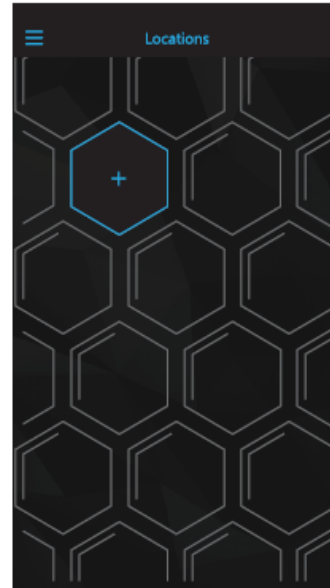
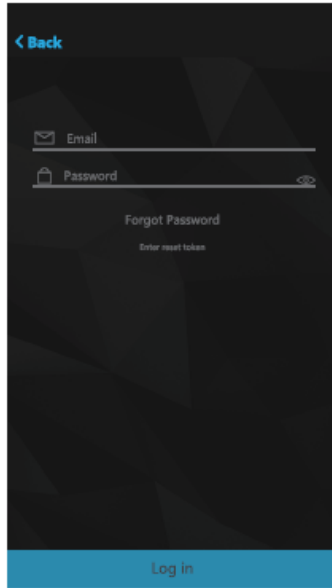
Product: S1-THXU280, S1-THXU280B, S1-THXU280W Hx™ Touch-screen Thermostat

Recently Apple updated their Apple iOS operating system. This update caused our Thermostat Hx™ mobile app to not function as originally designed during the mobile device to thermostat pairing process. **Android devices are not affected by this issue. Apple iOS devices already connected and paired are not affected by this issue.** The mobile app is used not only to control the thermostat from a remote location but also used to establish the initial connection of the home Wi-Fi internet connection to the thermostat.

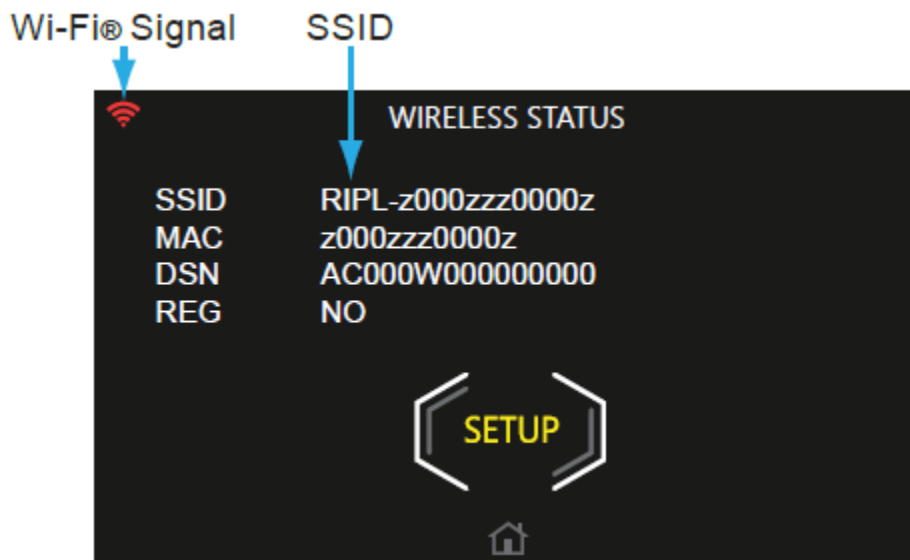
Even with the Apple iOS Hx™ Thermostat mobile app not being able to pair to the thermostat for mobile use, the thermostat can still be connected to Wi-Fi. Connect the mobile device to the home Wi-Fi connection. Download the homeowner app and register new account.



Once the account is registered you will receive a confirmation email and a registration token. Once the account is confirmed, return to the Hx™ Thermostat app and log in using your email address and password. Once logged in, the locations page should be shown.



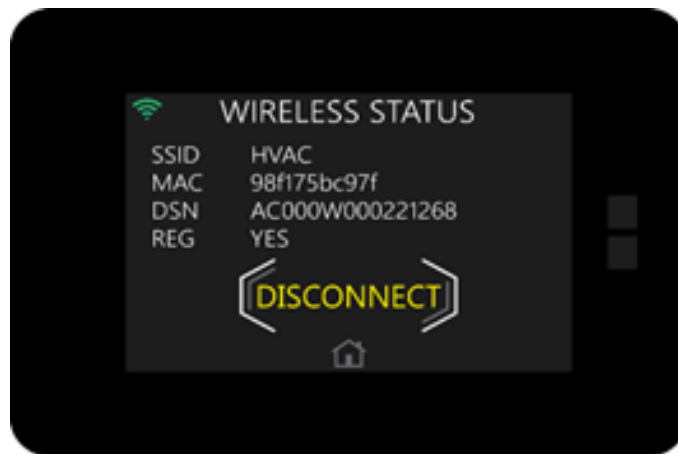
Depress the **RED** Wi-Fi icon in the upper left hand corner of the Hx™ thermostat and touch the SETUP button. The thermostat will now broadcast a Wi-Fi signal that will show the thermostat SSID.



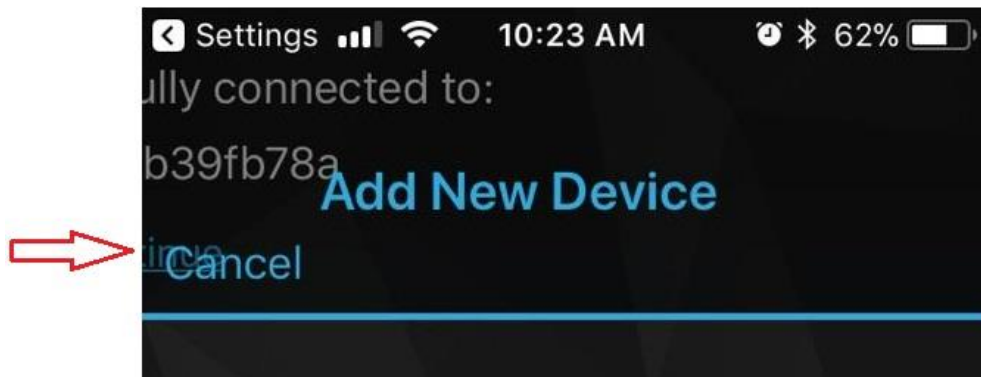
Once the SETUP button on the thermostat has been pressed touch the + icon in the mobile app locations page as shown above. The app will then direct the user to enter the SETTINGS and Wi-Fi section on the mobile device. The mobile device should currently be connected to the home Wi-Fi. Select the thermostat SSID (RIPL-xxxx) and press connect. An image of this screen is shown below. The user must then enter the password to the home Wi-Fi network and press connect. If you are not automatically re-directed back to the Hx™ Thermostat app, simply press “Done” that is located in the upper right hand corner of the mobile device screen.



The thermostat Wi-Fi icon should turn green which means it is connected to the home Wi-Fi. An image of this screen is shown below.

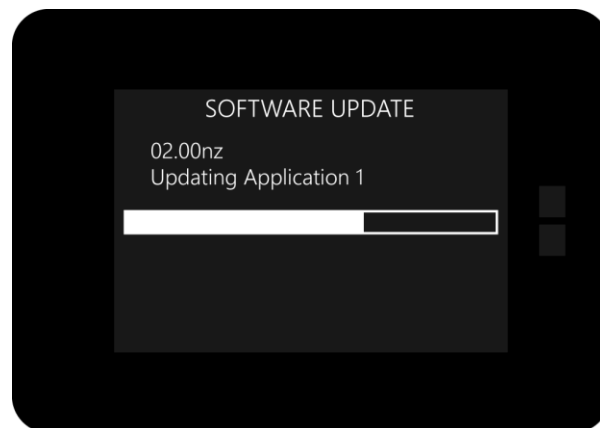


If you were not automatically re-directed back to the app you can open the app back up. The Hx™ Thermostat app currently available for Apple iOS has an issue that is not allowing the user to continue setup which would pair the app to the thermostat. A screen shot of this issue is shown below.



The **Continue** button is hidden under **Cancel** therefore the user is unable to continue the app to thermostat pairing process.

Since the thermostat **is** connected to Wi-Fi, after a 5 minute period it will automatically download the most up to date communicating software available. See the image below of a thermostat software update.



The Variable Capacity air conditioner and heat pump models must be controlled using the Hx™ thermostat. The Hx™ thermostat must have a front software version of 2.10nz or later to recognize and control these new models. The software update will be done **automatically** if the thermostat has a Wi-Fi internet connection.

This software update should take approximately 1 minute. If this thermostat is connected to a variable capacity piece of equipment and the software update is completely installed, restore factory defaults. After factory defaults have been restored, the thermostat will find the previously wired communicating equipment and it will enter the auto setup mode.

All Source #1 inventory of Hx™ Touch-screen Thermostats shipped on or after April 3rd, 2017 contain communicating software that will operate with **ALL** communicating capable equipment including the Variable Capacity air conditioner and heat pump. If you have any questions on this feel free to call Unitary Products Group Technical Services at 1-877-UPG-SERV and speak with a technical support representative.

An upgrade has been made to the Hx™ Thermostat app and we are working as fast as possible to have it available for download in the App Store. Technology changes quickly and we have no control over Apple iOS updates. We certainly apologize for this inconvenience. This Service Tips letter will be updated and released again as soon as further information is available.

If you have any questions on this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,
Thomas Hoffmaster II
York Factory Direct Northeast
Area Service Manager