

# **IGATE® 2 USER MANUAL**

Part#: 97B0133N01 | Revised: July 24, 2025

For use with CXM2 or DXM2.5 Controls



## **Table of Contents**

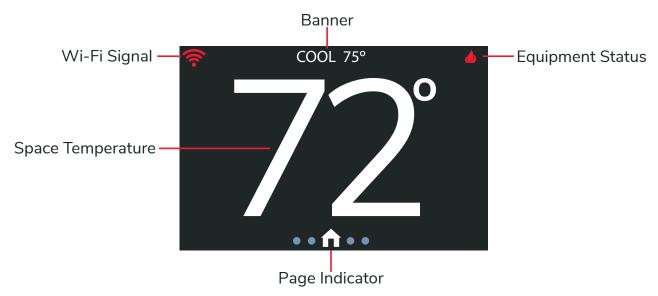
#### 3 Getting Started

- 3 Home Screen
- 3 Wi-Fi Signal
- 3 About Your iGate Connect Thermostat
- 4 Connect to the Internet
  - 4 Create a myUplink Portal Account
  - 4 Accept Cookies
  - 4 Language Selection
  - Configure Wi-Fi and Connect Your myUplink account
    - Configure Wi-Fi using Your Mobile Device
    - 5 Configure Wi-Fi using the Thermostat
    - 5 Add Thermostat to myUplink Account
- 6 Use Your Thermostat
  - 6 MODE Screen
  - 6 SETPOINT Screen
  - 7 FAN Screen
  - 8 Program Your Thermostat
    - 9 VACATION
    - 9 Settings
    - 10 DATE and TIME
    - 11 ADVANCED SETTINGS
    - 12 Clean the iGate Connect Thermostat
  - 13 What To Do if You Move
    - 13 Disconnect Wi-Fi
  - 13 Remove The Thermostat from Your myUplink Account
- 14 Use myUplink
  - 14 System Menu
  - 15 Schedule
  - 15 Create Your Weekly Schedule
  - 16 Use the Weekly Schedule Editor
  - 17 Schedule a Vacation
- 19 Faults and Advanced System Settings
  - 19 Faults
  - 19 Advanced System Settings
- 20 Revision History

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## **Getting Started**

iGate 2 User Manual



#### **Home Screen**

**Page Indicator:** Swipe left, right, or press the dots to navigate between HOME screen, SETPOINT screen, MODE screen, FAN screen, or SETTINGS screen. The white dot indicates the current screen.

Press anywhere on the screen, other than the active icons described below, to activate an animated SWIPE indicator on the screen. Swipe left or right to navigate from screen to screen.

**Space Temperature:** The center portion of the screen displays the sensed space temperature, in whole numbers only. The default temperature unit is Fahrenheit. Navigate to the SETTINGS screen to change to Celsius.

**Banner:** Press the center of the scrolling Banner to switch to the screen indicated by the displayed text. The Banner scrolls through the screen options every 3 seconds. Swipe the Banner left or right to navigate through the options.

**IDLE screen:** displays temperature when the thermostat is idle. To reach the HOME Screen, press anywhere on the screen.

NOTE: You can select those screen options on the SYSTEM SETTINGS > BANNER screen.

#### Wi-Fi Signal

- The number of green bars indicate the signal strength.
- Red indicates that there is no Wi-Fi connection.
- Press the Wi-Fi icon to display a screen with connectivity details.
- Blue indicates an over the air update is in progress.

**Equipment Status:** The equipment status icon flashes when there is a call for heating or cooling.

- Press the Fan mode/operation icon to display the FAN screen.
- Press the Electric Heat Compressor Heat Co

#### **About Your iGate Connect Thermostat**

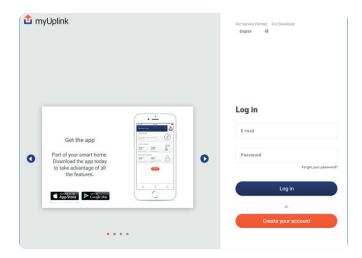
Power Requirements	24 VAC +/- 10% @ 3 VA		
Network Requirements	Wi-Fi connectivity supports Wi-Fi 802.11 a/b/g/n standards on 2.4 GHz networks		
Environmental Operating Range	32° to 104°F (0° to 40°C), 10 to 95% relative humidity, non-condensing		
Mounting	Standard 4x2-in. electrical box using the 6-32 x 1/2" mounting screws provided		
Overall Dimensions	Width: Height: Depth:	5.13 in. (130 mm) 3.23 in. (82 mm) 0.93 in. (24 mm)	
Listed By	FCC Part 15, Subpart J compliant		

## Connect to the Internet

#### **Create a myUplink Portal Account**

NOTE: Ensure your mobile device is updated before proceeding. myUplink is supported on the latest version of Android, iOS, and the last two major versions of each operating system. Some older devices and operating systems may not be supported.

Visit https://myuplink.com/login to begin, or download myUplink mobile app from your app store.



#### **Accept Cookies**

When first opening the page, the message on use of cookies displays. Press **Accept Cookies** to clear the message.



#### **Language Selection**

Select a language in the language drop-down menu.

Select Create Your Account to begin.



Enter your email and password. Read and accept the Terms of Service and Privacy Policy.

Passwords must be 8-128 characters long with upperand lower-case letters, numbers and symbols.

- at least one uppercase character (A-Z)
- at least one lowercase character (a-z)
- at least one digit (0-9)
- symbols are allowed, but not required (%@\$)
- not more than two identical characters in a row (e.g., 111 not allowed)

Enter the required information then select **Next** 

After recieving an email requesting confirmation, confirm your email address.



Select Log In to return to the myUplink - HOME screen.

After confirming your email address, you can log in to myUplink.

Enter your email address and password then press **Log In** to open your myUplink account.

## Connect to the Internet

iGate 2 User Manual

#### CONFIGURE WI-FI AND CONNECT YOUR MYUPLINK ACCOUNT

This thermostat upports 802.11 a/b/g/n standards.

#### **Configure Wi-Fi using Your Mobile Device**

If connecting your first device to myUplink, tap **No home** on the home tab (a) of the myUplink app then press **Add new**. If this is not your first device, tap **My home** at the top of the screen then tap **Add system** in the drop-down menu.

If your device is already connected to Wi-Fi, press **Find connected devices** and skip to the section Add Thermostat to myUplink Account.

If your device is not connected to Wi-Fi, press **Scan the QR code**.

Press the red Wi-Fi button (🔯) on the top left of the thermostat display.

Scan the QR code displayed on the thermostat screen using the myUplink app on your mobile device.

The mobile app scans for available Wi-Fi networks. Press the name of the network you wish the thermostat to join.

Enter the network password and press **Connect**.

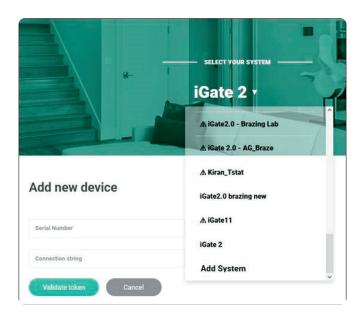
#### **Configure Wi-Fi using the Thermostat**

- In the top-left corner of the thermostat display, press the red Wi-Fi icon
- Press the SETUP button.
- From the list of discovered Wi-Fi routers, select the desired router for configuration
- Enter the wireless credentials for the Wi-Fi router.



#### Add Thermostat to myUplink Account

From **SELECT YOUR SYSTEM** menu in the middle of the page, select **Add System**.

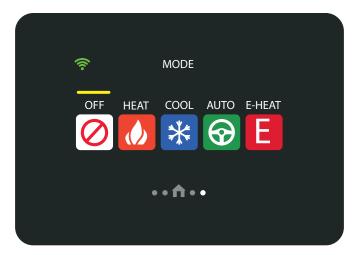


Locate the Serial Number and Connection Token on the thermostat display by pressing the **Wi-Fi Status** icon (top-left of the banner).



### **Use Your Thermostat**

#### **MODE Screen**



Use this screen to view and change the current MODE. The following options are available:

- OFF
- HEAT
- COOL
- AUTO
- E- HEAT

NOTE: The horizontal yellow bar indicates the current mode. The thermostat does not change until another MODE is on for at least 10 seconds.

There may be a delay switching modes from HEAT to COOL as the minimum on and off timers are fulfilled. Going from any HEAT or COOL to OFF disables any active equipment after the 10 second delay.

#### **SETPOINT Screen**









Use this screen to view, adjust, or hold heat and cool setpoints. Use the wheels to adjust setpoints. Drag a wheel up, down, or tap the top or bottom of the wheel to increase or decrease by one increment.

Two buttons can be configured to display in the center of this screen. Press to switch buttons and functions.

- OCCUPIED/UNOCCUPIED button (commercial applications only).
- PLAY/PAUSE button allows you to either play (use as is) or alter the program schedule. (residential applications only)
- Text above the button is the current state.
- Text beneath the button is what will happen when the button is pressed.

iGate 2 User Manual

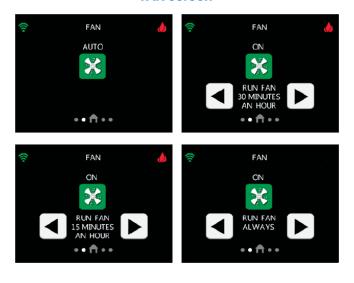
If the schedule is running, the **Occupancy** button and the text displays, if the schedule is currently running OCCUPIED or UNOCCUPIED setpoints. Press the button to switch heat or cool setpoints between Occupied and Unoccupied settings, then **Occupancy** changes to **PLAY**.

When the schedule is not running, the text above **PLAY** displays *OCCUPIED*, if the heat and cool setpoints are the same as the OCCUPIED setpoints or UNOCCUPIED if the heat and cool setpoints match the UNOCCUPIED setpoints. If neither is true, *HOLD* displays. When the schedule is paused, the remaining hold time displays in the lower right corner.

The commercial screen includes a **Schedule pause** button.

#### **FAN Screen**

#### **FAN Screen**



Configure the supply fan for **ON** or **AUTO**, in either Occupied or Unoccupied mode.

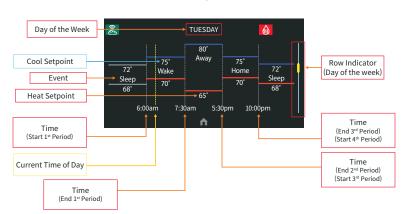
- ON: Fan runs continuously regardless of demand.
   Options are to run the fan for: 15 minutes, 30 minutes, 45 minutes-per-hour, or always.
- AUTO: Fan cycles with heat or cool demand or if there is a demand for humidification or dehumidification.

Use this screen to adjust fan operation. The default setting for fan operation is AUTO for both OCCUPIED and UNOCCUPIED periods. When operating in AUTO mode, the fan runs only when there is an active heating or cooling demand. When you select **ON**, the fan runs continuously except during the BLOWER ON DELAY when a heat cycle is starting. There is a 30-second minimum on/off timer when changing the FAN mode.

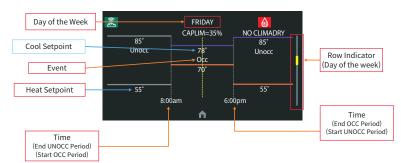
These selections are not available if the thermostat is configured for non-programmable operation. To enter Programmable mode, press and hold the **FAN** screen for 5 seconds.

### **Use Your Thermostat**

#### **Residential Program Schedule**



#### **Commercial Program Schedule**



#### PROGRAM YOUR THERMOSTAT

If Programmable mode is enabled, only the program schedule is visible on this screen.

To view the Program Schedule, press **Program** on the Settings screen.

You cannot adjust the schedule or setpoints. Permanent program schedule changes require the myUplink app. Making temporary changes or pausing the program schedule are outlined in the Schedule section (page 14).

The top center of the screen displays the program schedule day of the week. Swipe up or down to move from one day to the next on the program schedule. The vertical yellow row indicator moves up and down at the same time.

 Cooling setpoints are displayed above the blue horizontal lines for each of the four programmable periods of the day (up to three occupied periods and one unoccupied period, if configured).

- Heating setpoints are displayed below the horizontal red lines, for each of the 4 programmable periods of the day.
- Occupied and Unoccupied icons display at the top of each period.
- The vertical-dashed lines separate the program time changes throughout the day.
- The times at the bottom of the dashed lines display the schedule.
- The vertical yellow-dashed line displays the current time of day.
- A short, horizontal yellow-dashed line depicts the current measured space temperature.
- Thermostat only: the yellow-vertical line displays current time of day.
- The yellow lines display only when viewing the current day of the week.

iGate 2 User Manual

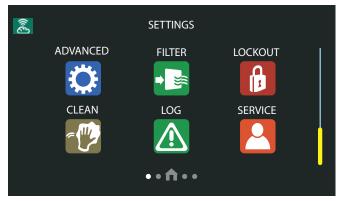
#### **VACATION**

This screen displays the current year's holiday schedule. On a holiday, the setpoints for the first UNOCCUPIED/AWAY time range are used for the entire day. Scroll the vertical yellow row indicator to see more holidays.

#### **SETTINGS**

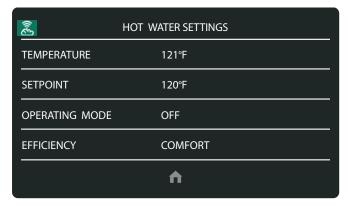
#### **SETTINGS Screen**





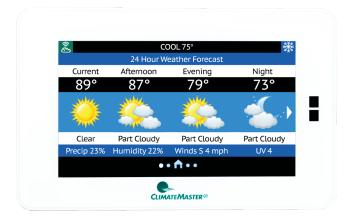
The yellow row indicator on the right side of the screen indicates the current location in the list of settings. Swipe up or down to navigate through options and press one to select it. Swipe on any of the SYSTEM SETTINGS sub-screens to return to the SYSTEM SETTINGS main screen.

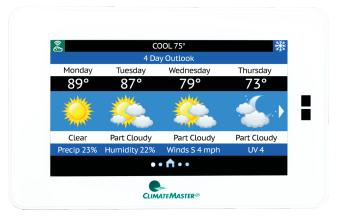
#### **HOT WATER Screen**



Press the value to adjust which hot water setting displays.

#### **WEATHER Screen**





The WEATHER screen displays the 24-hour or 4-day weather forecast for the locationat which the thermostat is registered.

## **Use Your Thermostat**

#### **HUMIDITY Screen**



When enabled, use the scroll wheels to set the Humidification percentage for heating and the dehumidification setting for cooling. Use the scroll wheels to adjust setpoints. Drag a wheel up or down or press the top or bottom of the wheel to increase or decrease by one increment.

#### **BANNER Screen**



The BANNER screen allows the user to choose which options are in the list that scrolls through the banner location. Use the yellow scroll bar on the right to access more options.

Press the center of the scrolling **Banner** to switch to the screen indicated by the text. You can swipe the banner to change options, or, every 3 seconds a different screen name scrolls across the top that you can navigate to.

On the thermostat you can select the screens that display on the BANNER screen by pressing the buttons to select or de-select options.

The default screens are:

- DATE & TIME
- FAN STATUS
- OUTDOOR TEMP
- COOL SETPOINT
- HUMIDITY
- HEAT SETPOINT

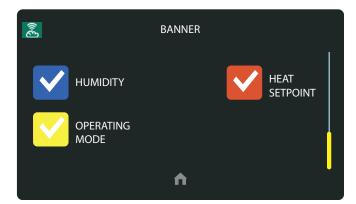
#### **DATE and TIME**

On this screen, scroll or press the **Orange Hour wheel** or **Blue Minute wheel** to adjust the date and time.

Switch to the **Date Adjust** screen and the **Time Adjust** screen using the green icon button at the right side of the screen. Scroll or tap the **Orange Month wheel** or **Blue Day wheel**.

Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by one increment.

When the thermostat is first registered and connected to a Wi-Fi router, both the date and time are synced with the server based on the location of the device used to connect the thermostat to a router, or based on the ISP location if a computer is used to connect the thermostat to a router. The time and date are synced at the top of each hour automatically, unless the **Sync Time To Server** option in the **SETTINGS > ADVANCED** screen is set to **NO**.



iGate 2 User Manual

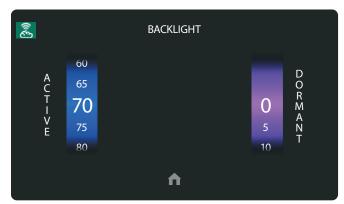
#### **SOFTWARE Screen**



The SOFTWARE screen displays the thermonstat's software version and serial number.

 Thermostats connected to Wi-Fi receive software notifications and update automatically.

#### **BACKLIGHT Screen**



Use the scroll wheels to set the screen brightness when active and dormant.

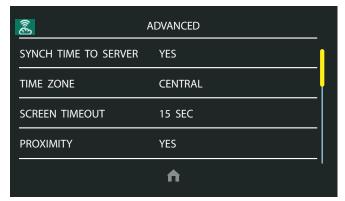
**BACKLIGHT:** Use to change the backlight intensity in Active and Dormant modes.

- The blue Active Backlight wheel adjusts the backlight intensity from 10% to 100%, (75% is the default and recommended) when the thermostat is in an active state (being accessed or viewed by the end user).
- The purple Dormant Backlight wheel adjusts backlight intensity from 0% to 25%, (25% is the default and recommended) when the thermostat is in a dormant state (not being viewed or adjusted by the end user).

Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by one increment.

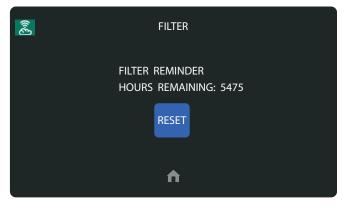
#### **ADVANCED SETTINGS**

Use the advanced options on the **Advanced Settings** screens to configure and setup your system, change, and view options.



Some advanced settings are available only from the thermostat. Press a button or scroll the vertical yellow row indicator to see more options. When a button is pressed, the corresponding screen displays allowing you to view status and make adjustments. Use the yellow scroll bar on the right to access more options.

**FILTER Screen** 



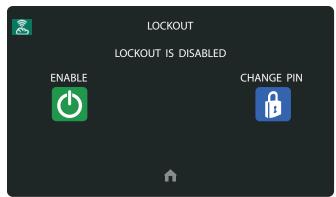
The FILTER screen displays the remaining time before a filter change is required. When filters are changed, press **RESET** to restart the timer.

FILTER STATUS is based on the supply fan runtime, which can be configured from 500 to 15,000 hours. A filter status alert displays when the filter timer exceeds the configured number of hours. Press the alert to see the message.

Use to reset the FILTER ALERT and see the **FILTER RESET REMINDER timer** information.

### **Use Your Thermostat**

#### **LOCKOUT/PIN Screen**



You can require a pin to make the changes to the settings of the thermostat. Press **CHANGE PIN** to set the access code. Press **ENABLE** to lock the settings.

## NOTE: Some advanced settings are available only on the thermostat.

If applicable, enter the 4-digit security PIN code to open the Advanced Settings screen.

This feature inhibits unauthorized changes made on the touchscreen. All touch interaction is linhibited without the unlock code. After five failed attempts, a notification (fault) is sent to the registered owner of the thermostat through Wi-Fi. Additional unlock attempts are blocked for 15 minutes.

To set up a new PIN or change the current PIN, press **ENABLE** or **CHANGE PIN**, which displays on the **SET PIN** screen. If the thermostat does not already have a PIN, the **CHANGE PIN** button cannot be used.

On the SET PIN screen, use the four **blue-digit PIN** wheels to set the PIN. Set the 4-digit PIN and press the orange **Save** button to save the PIN and return to the LOCKOUT screen. Press **DISABLE** to cancel the LOCKOUT function and reset the PIN to 0000. The default PIN is 0000 and the range is 0001 to 9999.

#### **CLEAN THE IGATE CONNECT THERMOSTAT**

The CLEAN screen pauses touchscreen interaction for 10 seconds to allow you to clean the screen with a dry, nonabrasive cloth. A 10-second countdown displays on the CLEAN screen. After 10 seconds, the thermostat resumes normal operations.

#### **CLEAN Screen**



**LOG Screen** 



The LOG screen tracks faults to be used by service personnel when repairing the unit.

Use the LOG screen to view software update history, fault history, and system events. Swipe up or down on the vertical yellow row indicator to scroll through logged events.

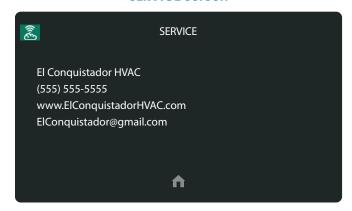
The log includes:

- STARTUP
- SOFTWARE UPDATE EVENTS
- POWER CYCLE EVENTS
- PARAMETER OUT-OF-RANGE EVENTS
- SERVER CONNECTIVITY EVENTS
- NON-VOLATILE MEMORY FAULTS
- TEMPERATURE FAULTS

The list displays the five most recent logged events, with the most recent at the top. The last line in the list includes the RESET LOG command to clear the list.

iGate 2 User Manual

#### **SERVICE Screen**



The SERVICE screen displays contact information of the service company associated with the unit (dealer/installer service contact information). This information is editable using the mobile app, LAN mode transfer, and Wi-Fi transfer.

#### WHAT TO DO IF YOU MOVE

#### **Disconnect Wi-Fi**

The **Disconnect Wi-Fi** option provides a means to disconnect the thermostat from the Wi-Fi network until it is setup again.

 On the thermostat, not a mobile device, swipe the HOME screen twice to the left to navigate to the MODE screen and ensure the MODE is OFF.

NOTE: The yellow line above a button indicates it is the current MODE.

Go to the FAN screen and then press and hold FAN for 5 seconds to access the SYSTEM SETTINGS screen.

NOTE: The SYSTEM SETTINGS screen can ONLY be accessed from the thermostat itself, not the app or web.

3. Scroll down to DISCONNECT Wi-Fi.

CAUTION: Disconnecting the Wi-Fi requires setting up the Connect Thermostat using the Connect mobile application.

- 4. Select YES.
- See the section of this guide titled Setting Up
  Wi-Fi and Connecting to your myUplink Account
  (page 4). Follow the instructions within the app.



If the thermostat is disconnected from a router, the thermostat automatically enables soft access point mode (SSID - CLM-tstat-XXXX, where XXXX represents the last four digits of the thermostat serial number) for 10 minutes.

Press **YES** to disconnect the thermostat from the Wi-Fi network.

Press **CANCEL** to navigate back to the SYSTEM SETTINGS screen.

# REMOVE THE THERMOSTAT FROM YOUR myUPLINK ACCOUNT

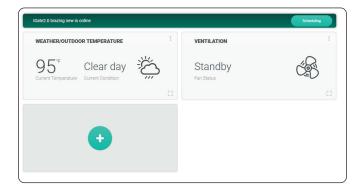
- Log in to your myUplink account from either the web portal or mobile app.
- For web, access your System Profile from the System menu.
  - On mobile, select **Settings** (ﷺ) then **Home Settings**.
- Select Delete (web) or Disconnect System (mobile).
- Select the red **Disconnect** button then confirm to disconnect.



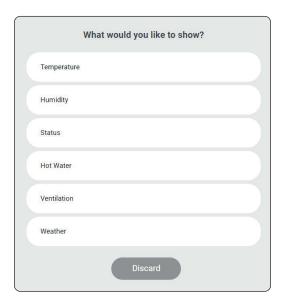
## Use myUplink

Go to https://myuplink.com/login and log in with your username and password.

Select your system from the drop-down menu. The home page displays the Thermostat Dashboard.



Press to add additional tiles to the dashboard. Click on the tile you want to display. Configure any options for that tile and press **Submit** to add it to the dashboard.



#### System Menu

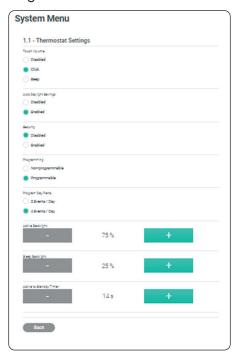
From the top menu select **System > Main Menu**.



Select **1 – iGate 2 Thermostat** to view thermostat settings and alerts.



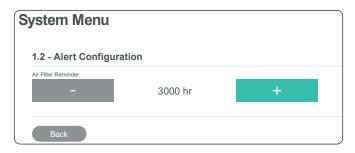
Select **1.1 – Thermostat Settings** to enable, disable, or adjust settings for the thermostat.



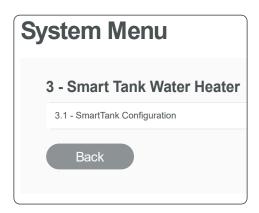
## Use myUplink

iGate 2 User Manual

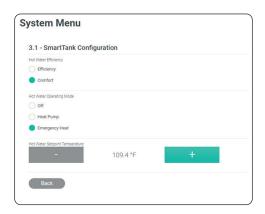
Select **1.2 – Alert Configuration** to adjust the filter reminder.



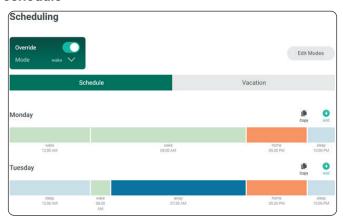
Select **3 – Smart Tank Water Heater** to adjust Water Heater Settings.



Select 3.1 – SmartTank Configuration to change settings and setpoints.



#### **Schedule**



From the Dashboard, select **Schedule** to view and adjust the schedule.

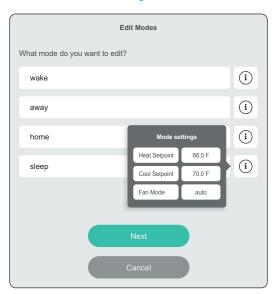
#### **Create Your Weekly Schedule**

Select **Edit Modes** to adjust setpoint and timing of the schedule modes.

- Occupied/Unoccupied for commercial settings.
- Wake/Away/Home/Sleep for residential settings.

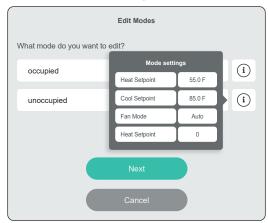
Hover over (i) to see the current setpoints for the mode. Select the items in the mode you want to edit and press **Next**.

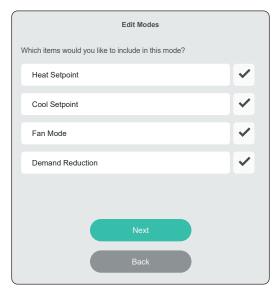
#### **Residential Program Schedule**



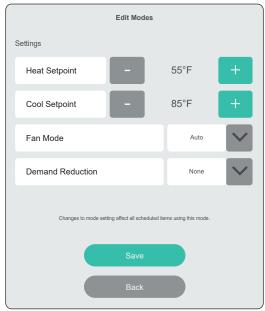
## Use myUplink

#### **Commercial Program Schedule**

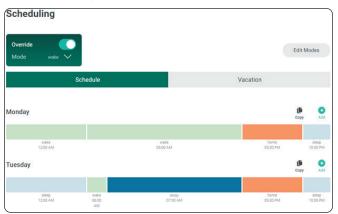




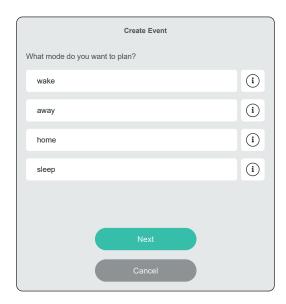
### Adjust the settings as needed and select **Save**.

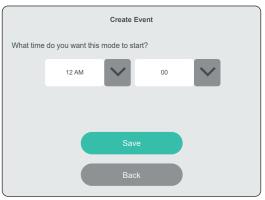


#### **Use the Weekly Schedule Editor**



To ddd a schedule mode to a day, click **Add**. Select the **Mode** and **Start Time** then **Save**.

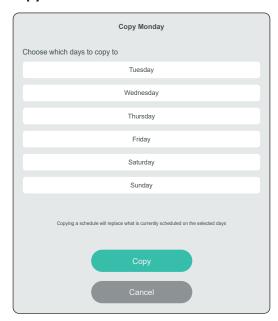




## Use myUplink

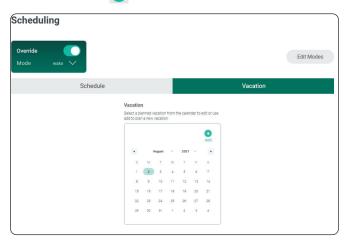
iGate 2 User Manual

To copy a day's program to a different day, click **Copy**. Choose the days to apply the schedule to and press **Copy**.



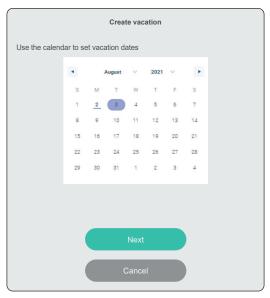
#### **Schedule a Vacation**

Select **Vacation** to see and edit the scheduled vacations. Click • to add vacation days.

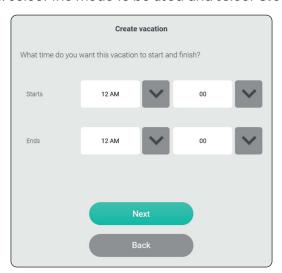


Select the dates you will be away then click Next.

Choose the mode to be used during the vacation and click **Create**.

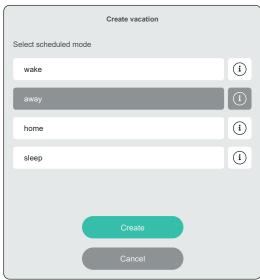


Set the time to begin and end the vacation and click **Next**. Select the mode to be used and select **Create**.



## Use myUplink

### **Residential Applications**



#### **Commercial Applications**



## Faults and Advanced System Settings

iGate 2 User Manual

#### **FAULTS**

The following fault messages are displayed and logged in the Banner during the fault condition, then sent to the cloud server.

#### **Faults**

Faults	Condition	
ID TEMP SENSOR HIGH	Temperature reading > 122°F	
ID TEMP SENSOR LOW	Temperature reading = 0 Reading not available	
REMOTE SENSOR HIGH	Remote temperature > 122°F  NOTE Displayed only if REMOTE SENSOR is set to INDOOR or AVERAGE	
REMOTE SENSOR LOW	Remote temperature = 0  NOTE Displayed only if REMOTE SENSOR is set to INDOOR or AVERAGE	
HUM TEMP SENSOR HIGH	Humidity sensor temperature > 122°F <b>NOTE</b> Displayed only if using humidity temperature as a backup source during a fault condition with the primary temperature sensor.	
HUM TEMP SENSOR LOW	Humidity sensor temperature = 0  NOTE Displayed only if using humidity temperature as a backup source during a fault condition with the primary temperature sensor.	
ID TEMP RANGE HIGH	Indoor temperature is > 99.0°F	
ID TEMP RANGE LOW	Indoor temperature is < 40.0°F	
HUM SENSOR FAILURE	Any of the following: Humidity sensor timed out Humidity reading is > 99% Humidity reading is 0	
HUMIDITY RANGE HIGH	Humidity reading is > 90%	
HUMIDITY RANGE LOW	Humidity reading is < 10%	
OUTDOOR SENSOR FAILURE	OD temp > 127 or < -60	
Wi-Fi HARDWARE FAULT	Communications error occurred with Wi-Fi module (resets after valid message received)	

#### **ADVANCED SYSTEM SETTINGS**

The following may only be adjusted in the SYSTEM SETTINGS screens and parameters on the thermostat. These are not accessible on a mobile device or web portal.

Select FACTORY DEFAULTS to restore all default settings to the original values.

#### **Advanced System Settings**

<b>Advanced Setting Option</b>	Default	Screen Options
Sync Time to Server	Yes	
Time Zone	4 – CENTRAL	HAWAII, ALASKA, PACIFIC, MOUNTAIN, CENTRAL, EASTERN, ATLANTIC, NEWFOUNDLAND, PIERRE & MIQUELON, W. GREENLAND, E. GREENLAND, GREENWICH
Screen Timeout	15 SEC	5 – 30 SEC
Proximity	YES	YES, NO
Prox Sensitivity	MEDIUM	LOW, MEDIUM, HIGH
# Program Day Parts	4	2, 4
DST	Enabled	Disabled, Enabled
Wireless	Enabled	Disabled, Enabled
Sound	CLICK	Disabled, Click, Beep

www.climatemaster.com Part#: 97B0133N01 | Revised: July 24, 2025 PAGE: 19

## **Revision History**

Date	Section	Description
07/24/25	All	Updated tile selection screen and document design
		Updated Mobile app design and related instructions
02/23/24	Page 2	Added Compressor Heat icon
10/03/23	Page 15	Clarified operating system support for mobile devices.
01/06/23	Page 3	Updated thermostat dimensions
10/18/22	All	Added Tranquility product
03/25/22	Page 13	Updated myuplink.com address
12/03/21	All	Created







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