



TB-J001

## TECHNICAL SERVICE BULLETIN

**Date:** July 24, 2006

**Products:** ATA32U01 and ATP32U01 thermostats

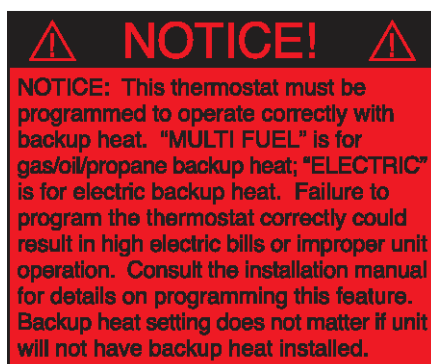
**Issue:** Default setting for backup heat for thermostat models ATA32U01 and ATP32U01 is "Multi Fuel" instead of "Electric." ATP32U02 is not affected.

**Effect:** "Multi Fuel" or dual fuel heat pumps require the compressor to be de-energized when backup heat is needed. Systems with electric backup (most packaged units) allow the compressor to run when the electric backup is energized. If the system has electric backup, there could be extensive run time with electric heat (no heat pump operation), which could cause high electric bills.

**Solution:** Reprogram the thermostat to "Electric" backup. ***All thermostats shipped after July 19, 2006 have been reprogrammed to "Electric" as the default setting.***

**Remedy:** ClimateMaster will send the sticker shown below to distributors and representatives who have purchased these thermostats. The stickers must be applied to the outside of the box to make sure that contractors are aware of the programming change. For thermostats already installed, ClimateMaster will pay the contractor to reprogram the thermostat according to the current DOA labor policy (\$30 service call plus \$30 trip charge). NOTE: ClimateMaster will not pay for reprogramming of thermostats connected to heat pumps without backup heat, since this programming has no affect on systems without backup heat.

**Sticker:**



ClimateMaster will send this sticker to distributors and representatives. Apply the sticker to all ATA32U01 and ATP32U01 thermostats in inventory (ATP32U02 thermostats are not affected).

### Reprogramming steps:

Follow steps 1 through 9, below to change the backup heat setting to "Electric."



1. Make sure thermostat is in the "OFF" position. Hold the arrow up and arrow down keys for approx. 5 seconds to enter into the "Installer Settings" mode.



2. The "Installer Settings" menu will appear when the thermostat is in the correct mode.



3. "Model Configuration" should already be highlighted. If so, press the center square button to select. If not, use the arrow up or arrow down keys to select this menu choice.



4. "Multi Stage" should already be highlighted. If so, press the center square button to select. If not, use the arrow up or arrow down keys to select this menu choice.



5. "Multi Fuel" should already be highlighted. Use the arrow up key to select "Electric."



6. Press the center square button to select this option.



7. The word "SAVED" will indicate that the change is recorded.



8. After the changes have been saved, the screen will return to the "Installer Settings" mode. Press the arrow left button to return to the main screen.



9. At the main screen use the arrow key to select the appropriate menu choice along the bottom of the screen to return the thermostat to the desired mode.