



Technical Service Bulletin

Distributor/representative

TBJ002D

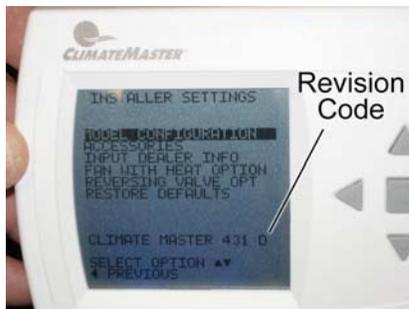
Date: October 20, 2006

Product: ATP32U01, ATP32U02 & ATA32U01 thermostats in conjunction with units using auxiliary electric heat.

Issue: Auxiliary electric heat will not function unless used with the optional outdoor sensor (AST008). During temperatures that require auxiliary electric heat, thermostat set point will not be achieved. The emergency electric heat mode does function properly as does electric heat during a “lock out” mode.

Effected Range: Uninstalled thermostats can be checked by the date code and/or part number. The thermostat’s box label (shown lower right) lists the part number and date code (first 2 digits indicate week, last 2 digits indicate year). Return any thermostat with date code of **3506** or before without the part number highlighted in yellow. Correctly programmed thermostats have either a date code of **3606** or later or any date code with the part number highlighted in yellow. Example would be of lower right picture; even though date code is before 3506, the part number is highlighted in yellow indicating this thermostat has the correct program. Installed thermostats should be checked by the revision codes (shown in lower left picture). Compare revision codes to the chart listed below.

THERMOSTAT PART NUMBER	INCORRECT REVISION CODE	CORRECT REVISION CODE
ATA32U01	430C or before	430D or after
ATP32U01	431C or before	431D or after
ATP32U02	433E or before	433F or after



Solution: Effected thermostats must be replaced and returned to ClimateMaster. Replacement thermostats must be ordered through the Business Center, credit will be issued upon receipt of returned thermostats to ClimateMaster. Request a Return Authorization in the comment section of the order.

First, determine if you have thermostats in your stock that need to be replaced. Next, communicate with all your customers that have purchased the subject thermostats and assist them with their exchange and/or replacement of thermostats. See contractor technical bulletin and thermostat return form attached.

Reimbursement: ClimateMaster will issue the servicing contractor a \$30.00 trip charge per address visited and \$30.00 labor allowance for each thermostat replaced. To receive credit, the thermostat **MUST** be returned to ClimateMaster with the completed thermostat inspection form enclosed. If installed thermostat has the correct revision, the thermostat does not need to be replaced. To receive credit for the trip charge, complete the thermostat inspection form and return to ClimateMaster.

Returns: All thermostats must be returned before January 1, 2007. **All returns must have the Return Authorization number clearly marked on the outside of the package.**

We apologize for the inconvenience this may cause and thank you in advance for your cooperation with this task. If you have any questions or concerns, you may contact Gary Rodgers, Technical Service Representative for ClimateMaster at 1-800-299-9747 ext. 226

Thank you,

ClimateMaster