



Technical Service Bulletin

TBJ008D

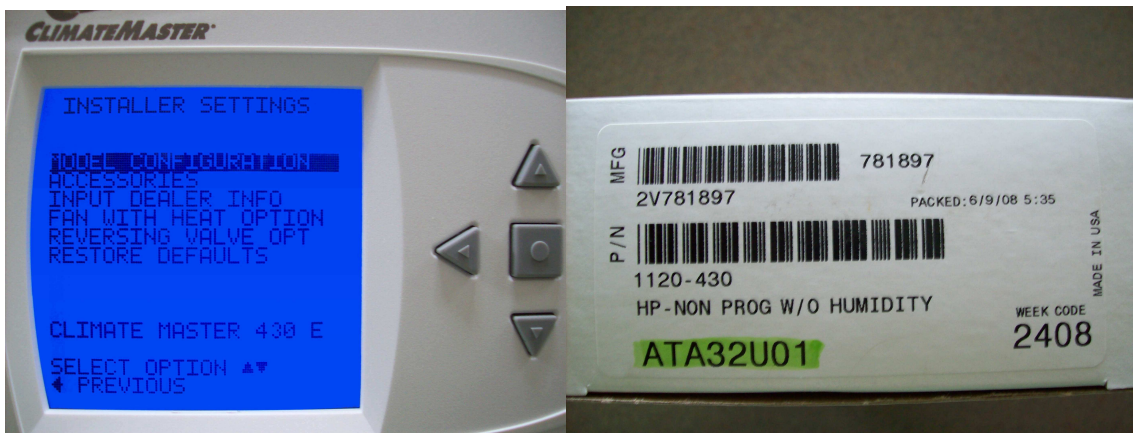
Date: July 24, 2008

Product: ATP32U01 & ATA32U01 (ATP32U02 are not effected) thermostats configured for multi-stage operation.

Issue: A quantity of thermostats have a manufacturing defect which prohibits a "Y2" call controlling second stage heating, cooling or two-speed fan operation. Only thermostats configured for multi-stage operation are effected, units configured for single stage operation will function properly.

Effected Range: Thermostats that were produced in May and June of 2008. 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 **1808** through **2808** without the part number highlighted in green. Corrected thermostats have either a date code of **2908** or later or any date code in the affected range with the part number highlighted in green. Example would be of lower right picture; even though date code is between **1808** and **2808**, the part number is highlighted in green indicating this thermostat has been corrected. 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 | EFFECTED REVISION CODE |
|---------------------------|------------------------|
| ATA32U01 | 430E |
| ATP32U01 | 431E |



Solution: 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.

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.

Reimbursement: ClimateMaster will issue the servicing contractor a \$35.00 trip charge (one per address visited, \$70.00 if over 25 miles one way to job site) and \$35.00 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 December 31, 2008. **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 Nicholas Hedrick, Technical Service Representative for ClimateMaster at 1-800-299-9747 ext. 370

Thank you,
ClimateMaster