

SERVICE AND APPLICATION NOTES

June 27, 2013

iComfort Wi-Fi® Room Thermostat (Catalog # 10F81) Software Issues

AFFECTED PRODUCT

iComfort Wi-Fi® Room Thermostat (Catalog # 10F81)

ISSUE

During initial production of the iComfort Wi-Fi® Room Thermostat (Catalog # 10F81), our audit process determined some of these thermostats had a corrupted file in the software which causes the thermostat not to recognize attached equipment. Due to the iComfort Wi-Fi® Room Thermostat not recognizing equipment attached to the system, the system cannot be commissioned.

These iComfort Wi-Fi® Room Thermostat were put on hold at our distribution locations however some of the affected thermostats have not been recovered and returned to Lennox. If the iComfort Wi-Fi® Room Thermostat being installed does **not** have a blue dot on the end flap of the box **and** within the serial number range listed below, the iComfort Wi-Fi® Room Thermostat is **NOT** to be installed.

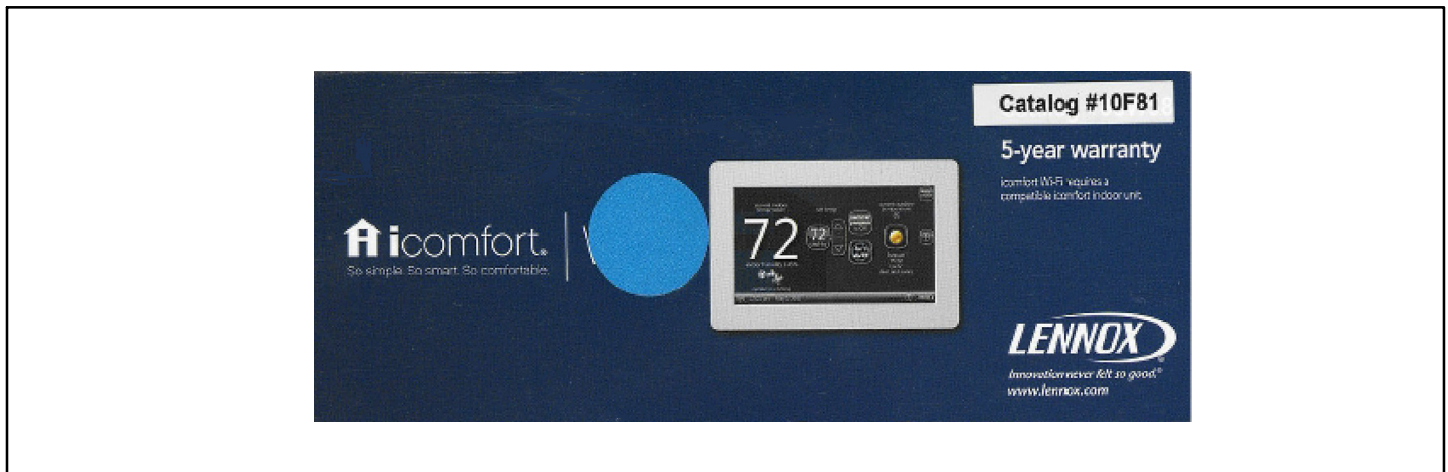
Please return this iComfort Wi-Fi® Room Thermostat to the nearest Lennox warehouse location.

AFFECTED ICOMFORT WI-FI® ROOM THERMOSTAT SERIAL NUMBER RANGE

CD13E01250 through CD13E08450

SOLUTION

All reworked and new production iComfort Wi-Fi® Room Thermostats have a blue dot on the iComfort Wi-Fi® Room Thermostat box. See photo below.



We apologize for any inconvenience this may cause and appreciate your prompt attention to this issue. If you have any questions regarding this issue, please contact Technical Support at 1-800-453-6669, Option 2.



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