

# Technical Bulletin: Connectivity Issue with Wi-Fi Thermostats

**Date:** May 10, 2013

**Audience:** Clare Controls dealers

**Applicability:** Wi-Fi thermostats

## 1. Purpose

The purpose of this Technical Bulletin is to inform you of an issue with certain Wi-Fi thermostats shipped by Clare Controls before March 20, 2013.

## 2. Issue

We have identified that Wi-Fi thermostats with model numbers CH-TSTAT-W and CH-THSTAT-W could lose their network connections and may not be able to reconnect with ClareHome once the network connection is reestablished.

## 3. Resolution

To resolve this issue, Clare Controls will replace the thermostats with new, upgraded models. To receive a replacement, please contact Clare Controls Technical Support at the telephone number or the e-mail address listed below. A technician will provide you with an advance replacement return merchandise authorization (RMA) number and instructions for returning your old thermostat. Once the RMA is complete, we will ship your thermostats to you.

## 4. Customer Support Information

For questions about Clare Controls products, please contact us at the following:

Clare Controls Inc.

7519 Pennsylvania Avenue, Suite 104

Sarasota, FL 34243

Support: 941.404.1072

Fax: 941.870.9646

<http://support.clarecontrols.com>

## 5. Revisions

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2013-05-279-01	05/10/2013	Original.