

Installation Manual

Climatouch™ CT03TSB Thermostat

Climatouch™ CT03TSHB Thermostat with Humidity Control

Outdoor UHF Temperature Transmitter 217S31



AED Electronics Inc.

Patents Pending

Climatouch

PICTURE: Climatouch™ CT03TSHB Thermostat with Humidity Control



Dear Customer,

*Thank you for purchasing a Climatouch™ thermostat,
the most innovative thermostat in the world.*

**Did you know that your Climatouch™ thermostat
can also accurately display outdoor temperature?**



*To enable this convenient feature you need an
optional outdoor UHF temperature transmitter.
There is no need for any additional installation or
set-up. Simply place the transmitter unit outdoors
and your Climatouch™ thermostat will start displaying
accurate outdoor temperature immediately.*

**Ask your installer for an optional
outdoor UHF temperature transmitter today!**



Climatouch

UHF TEMPERATURE TRANSMITTER PART NUMBER: 217531

www.climatouch.com

IMPORTANT – PLEASE READ PRIOR TO INSTALLATION !

If the Air Handler or Gas Furnace control board draws less than 250 mA to power the heat and the compressor relays, the installation requires a dedicated Common wire (5-wire “hook-up”). Rheem Ruud, Trane and American Standard Air Handler Units have sufficient amperage capacity and do not require a dedicated Common wire.

To verify if a 5-wire “hook-up” is required, perform this simple test:

- (1) Leave power connected to the HVAC system, however make sure that the thermostat is switched off;
- (2) Connect an AC milliamperere meter between the R and W2 terminals;
- (3) Measure the current.
- (4) Similarly, connect an AC milliamperere meter between the R and Y1 terminals.

If any of the currents are greater than or equal to 250 mA, then a 4-wire “hook-up” is adequate. If the measured current is less than 225 mA, then a 5-wire “hook-up” is required.

Table of Contents

1. Tools Needed for Installation	1
2. Replacement Installation	3
3. Mounting Climatouch™ to the wall	7
4. Configuration	13
5. Advanced Settings	23
5.1 °C or °F Temperature Display	24
5.2 Installer Message	25
5.3 Filter Monitor	26
5.4 Energy Watch	28
5.5 Security Settings	29
5.6 Minimum Difference	31
5.7 Dead Band	32
6. Optional UHF Outdoor Temperature Transmitter Installation	35
7. Technical Specifications and Safety Information	37
8. FCC Statement	39
9. Troubleshooting	41
10. Manufacturer Contact Information	45



TOOLS NEEDED FOR INSTALLATION

1. Tools Needed for Installation

Before proceeding with the installation:

1. Make sure that the following items are included in your new Climatouch™ package:
 - i. Climatouch unit,
 - ii. Cover plate,
 - iii. Four 1 1/2" inch #6-screws,
 - iv. Four nylon fittings or screw anchors.
2. Make sure you have the required tools for the installation:
 - i. Philips screwdriver,
 - ii. Small Flathead screwdriver,
 - iii. Electric drill,
 - iv. 3/16" masonry bit.
3. Make sure to turn off the power supply located at the electrical service panel. All heating and cooling units should be OFF.
4. Proceed to Section 2.



REPLACEMENT INSTALLATION

2. Replacement Installation

For the replacement of an old thermostat with the Climatouch™ unit, follow steps 1 through 7.

1. Remove the cover of the "old" thermostat
2. Take the time to write down on a piece of paper the association between each letter at the terminal connection and each colored wire.
(This will simplify the connections with the Climatouch™ thermostat.)
3. Loosen the screws that hold the old thermostat to the wall.
4. Disconnect the control wires from the old thermostat.
5. Remove the "old" thermostat altogether.
6. Refer to Table 1 for the appropriate terminal correspondences between the terminal designations on your old thermostat and the Climatouch unit.
7. Proceed to Section 3.
Section 3 will instruct you on how to:
 - Connect the control wires to the Climatouch Unit
 - Provide Instructions on how to mount the new Climatouch unit to the wall.

TABLE 1
Terminal Correspondence between "Old" Thermostat and New Climatouch™ Thermostats

Climatouch™ CT03TSB	Typical Terminal Designations from the Existing Thermostat			Alternative Terminal Designations					Function Description
				Trane American Standard	Lennox	York Borg Warner	General Electric	Rheem Ruud	
C	C	C or X	C	B	X	B			Common
R	R	R	R	R	V or VR ^b	R	R	R	Power
Y1	Y or Y1	Y or Y1	Y or Y1	Y	M	Y	Y	Y or Y1	Compressor
	-	-	-	-	-	-	-	-	Stage 1 heating relay
W2	W or W1	W, W1 or W2	W or W1	W or W1 jumped to U	W1 or Y	W or W2	W or W1	W2	Auxiliary heat relay
G	G	G	G	G	F or G	G	G	G	Fan Relay
OB	O ^a	O ^a	O ^a	O ^a	R or O ^a	O ^a	O ^a	O ^a	Cooling changeover relay
	B ^a	B ^a	B ^a	-	-	H	-	-	Heating changeover relay
	L	L or X	L	F or L	L	F	F or L	L	System monitor
Y2	E	E	E or X	X2 or E	E	X or E	E or X2	E	Emergency heat relay See configuration section

OB is used only if your system is a heat pump.



MOUNTING CLIMATOUCH™ TO THE WALL

3. Mounting Climatouch™ to the wall

To install and mount the Climatouch™ unit, follow steps 1 thru 12.

1. Remove the cover plate of the Climatouch™ Thermostat.
2. If this is a replacement installation, it is suggested that you install the Climatouch™ unit in the same location as the "old" thermostat.
3. Align the Climatouch™ unit to the wall in the place of old thermostat
4. Mark the four locations for drilling the 3/16" holes required for the plastic screw anchors.
5. Remove the thermostat and drill the four 3/16" holes in these locations.
6. Insert the plastic gyproc screw anchors and tighten them securely.
7. Make the appropriate wire connections based on the specifications of the household HVAC unit(s). Please refer to Tables 2 and 3 to determine the appropriate wire connections.
8. Position the Climatouch™ unit on the wall (without the cover) and align 4 holes on the unit with screw anchors in the wall.

9. Securely mount the Climatouch™ unit to the wall with the four supplied screws.
10. Fit the cover plate back on the Climatouch™ Thermostat.
11. Turn on the electricity at the electrical service panel.
12. Proceed to Section 4: Configuration.
Section 4 will enable you to configure the display and the control parameters of the Climatouch unit.

Table 2

Terminals

C	Power Supply Common
R	24VAC Power Supply
Y2	2nd stage cool or emergency electric heat
Ob	heat or cool reverse valve - the default is energized in HEAT mode. See Manufacturer's Technical Settings in Section 2 to reverse (if necessary) the logical orientation of contact Ob.
W2	Furnace
G	Fan
Y1	Compressor
Dh-H	Dehumidifier / Humidifier (CT03TSHB model only)

NOTE (CT03TSHB model only)

HUMIDIFY feature controls the H relay in the HUMIDIFY mode when there is a demand for humidity, and DH relay controls the variable speed fan in DEHUMIDIFY mode.

However, some Heat Pumps and Air Conditioning units require working in HUMIDIFY mode in order to DEHUMIDIFY. In this case the H connector will control the fan speed and the unit must be used in the HUMIDIFY mode.

Table 3

Cooling Only

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
AC	Furn. OFF	AC				x	x	x
2 AC	Furn. OFF	Stage 1	Stage 2			x	x	x

Heating Only

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
No Compressor	El. Furn.			El. Furn.		x	x	x
No Compressor	Emg. El. Furn.		Emg. El. Furn.	Stage 1		x	x	x
No Compressor	Gas Furn.			Furnace		x	x	x
No Compressor	Oil Furn.			Furnace		x	x	x
No Compressor	2 Stage Gas Furn.		Stage 2	Stage 1		x	x	x

1 Stage Cooling, 1 Stage Heating

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
HP	Furn. OFF	HP			x	x	x	x
AC	El. Furn.	AC		El. Furn.		x	x	x
AC	Gas Furn.	AC		Gas Furn.		x	x	x
AC	Oil Furn.	AC		Oil Furn.		x	x	x

1 Stage Cooling, 2 Stage Heating

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
AC	2 Stage Gas Furn.	AC	Stage 2	Stage 1		x	x	x
AC	Emg. El. Furn.	AC	Emg. Furn.	El. Furn.		x	x	x
HP	El. Furn.	HP		El. Furn.	x	x	x	x
HP	Gas Furn.	HP		Gas Furn.	x	x	x	x
HP	Oil Furn.	HP		Oil Furn.	x	x	x	x
HP*	2 Stage Gas Furn.*	HP	Stage 2	Stage 1	x	x	x	x

* if Heat Pump and 2 Stage Gas Furnace are selected, the 2nd stage of Gas Furnace will only work in the Emergency Heat mode.

2 Stage Cooling, 1 Stage Heating

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
HP / AC	Furn. OFF	HP	AC		x	x	x	x
2AC	El. Furn.	AC 1	AC 2	El. Furn.		x	x	x
2AC	Gas Furn.	AC 1	AC 2	Gas Furn.		x	x	x
2AC	Oil Furn.	AC 1	AC 2	Oil Furn.		x	x	x

2 Stage Cooling, 2 Stage Heating

Configuration		Y1	Y2 (2 stage)	W2	OB	R	C	G
HP / AC	El. Furn.	HP	AC	El. Furn.	x	x	x	x
HP / AC	Gas Furn.	HP	AC	Gas Furn.	x	x	x	x
HP / AC	Oil Furn.	HP	AC	Oil Furn.	x	x	x	x



CONFIGURATION

4. Configuration

At this point, the new Climatouch™ thermostat should have been properly connected to the control wires and the thermostat should be properly fastened to the wall.

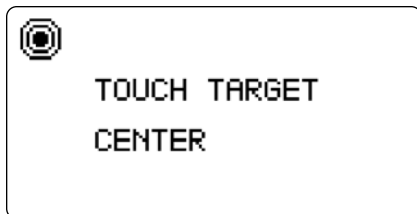
1. Turn on the electricity at the electrical service panel.

Once the Climatouch™ thermostat is powered up, the screen will prompt you with the following message: "TOUCH TO RESET PASSWORD."

2. Touch the screen to reset the password. If you do not wish to reset the password, wait 5 seconds and the screen will disappear.

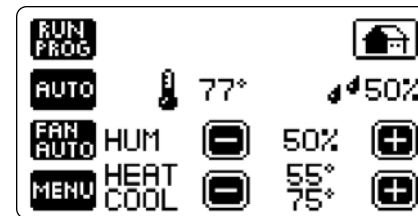
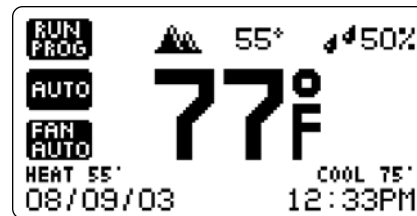
TOUCH TO RESET
PASSWORD

3. You will be prompted to touch the screen again: "TOUCH TARGET CENTER."
Wait 5 seconds and the message will disappear.



In most cases, it is not necessary to use this function - simply wait and the screen will disappear. It is only in the case that the screen's display has lost its touch alignment that it is necessary to use this function - if the display appears to have lost its alignment, you simply touch the top left-hand target of the screen, followed by the bottom left-hand target and then the bottom right-hand target. (This will initialize and center Climatouch's screen display.)

4. You are now at the Normal Operations Screen.
5. Touch the center of the Climatouch™ screen - this will bring you to the main control page.



In order to match the exact profile of the HVAC system, Climatouch™ must be configured appropriately. To do so, continue with essential steps 6 thru 8. Climatouch™ can be used to control a single-stage furnace right up to a four-stage controller (2 heat stages and 2 cool stages). The installer must at this point be fully acquainted with the specific components of the HVAC system already in place.

6. Touch the MENU icon (located in the bottom left-hand corner) - this will take you to the main menu page.
7. Press and hold continuously the ADVANCED SETTINGS button for five seconds.



Do not be alarmed; Climatouch™ will beep continuously for 5 seconds until the ADVANCED SETTINGS menu appears.



In the ADVANCED SETTINGS menu, two important functions are used to customize the Climatouch™ thermostat, allowing it to function with the specific heating/cooling system:

8. Toggle the COMPRESSOR SETTING button to one of the following:

HEAT PUMP

This option should be selected if Climatouch™ is uniquely connected with a heat pump.

AIR CONDITION

This option should be selected if Climatouch™ is uniquely connected to an Air Conditioning unit.

NO COMPRESSOR

This option should be selected if the Climatouch™ is connected to a furnace only.

9. Toggle the FURNACE SETTING button to one of the following:

FURNACE OFF

This option should be selected if the furnace is not connected or is not in use.

ELECTRIC FURNACE

This option should be selected if an electric furnace is connected to the Climatouch™ unit.

EMERGENCY EL.FURNACE

This option should be selected if an additional heating element is connected to the Climatouch™ controls.

This option allocates output Y2 to control an additional heating element – This option is typically used in northern installations.

GAS FURNACE

This option should be selected if a gas furnace is connected to the Climatouch™ thermostat. The fan will be controlled by the operation of the furnace.

2 STAGE GAS FURNACE

This option should be selected if a 2 stage gas furnace is connected to the

**OIL
FURNACE**

Climatouch™ thermostat. The fan will be controlled by the operation of the furnace.

This option should be selected only if an oil furnace is connected to the Climatouch™ controls. The fan will be controlled by the operation of the furnace.

Note that the last two settings (FURNACE SETTING and COMPRESSOR SETTING) will affect the type of control buttons made visible and available to the user from the control page. For example, if you configure the COMPRESSOR SETTING for HEAT only, no COOL button will be displayed from the control page.

10. Special Installer Configuration

This menu allows you to:

1. Fine-tune the humidity calibration of the unit (CT03TSHB model only).
2. Fine-tune the temperature offset.
3. Reverse the logical orientation of contact OB.

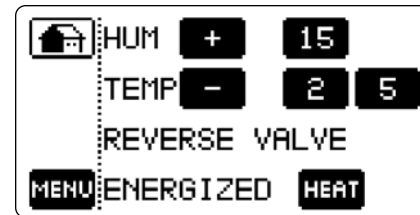
To access the Special Installer Calibration screen:

1. Access the ADVANCED SETTINGS Menu

2. Press and hold a secret and transparent button under the HOME icon for 10-15 seconds - Climatouch™ will beep continuously to indicate that you have selected it accordingly.



The following menu will appear:

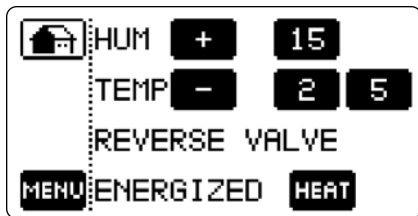


Humidity Calibration (CT03TSHB model only)

It may be required for the installer to adjust the humidity calibration of the thermostat when Climatouch's humidity reading is not accurate.

To Calibrate Humidity:

1. Measure the current room humidity with a conventional hygrometer or any other device that accurately measures the current room humidity.
2. Compare with Climatouch's display.
3. Calibrate Climatouch's humidity reading by up to +/- 15%.



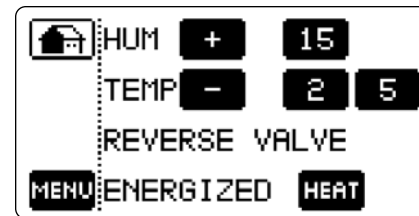
Temperature Offset

It may be required for the installer to adjust the temperature calibration value. In some cases, the temperature display might be offset due to lack of air circulation in the vicinity of the Climatouch™ unit. In most cases, Climatouch's default value -2.5 accurately compensates for the temperature calibration of the unit. However, you may wish to fine-tune the temperature offset.

To Adjust the Temperature Offset:

1. Verify the current room temperature with a conventional mercury thermometer;

2. Compare with Climatouch's display.
3. Change the offset according to the following equivalence: where 1°F = 0.5 temperature calibration units.



Reverse Valve Energized

This option reverses the contact OB that commands the heat pump to produce heat or to cool. It may be necessary to reverse this function.

To reverse contact OB:

1. Toggle the button labeled "REVERSE VALVE ENERGIZED" from HEAT to COOL. OB is now reversed - this means that the heat pump will cool when the OB relay is energized.
2. Press the HOME icon to return to the Home Page.





ADVANCED SETTINGS

5. Advanced Settings

In order to enjoy the full functionality of your new Climatouch™ Thermostat, please take a few minutes to configure the following parameters in the ADVANCED SETTINGS menu.

Please note that your installer should have already configured some of these settings. Inadvertently modifying System Properties such as Compressor Type and Furnace Type may seriously degrade system performance.

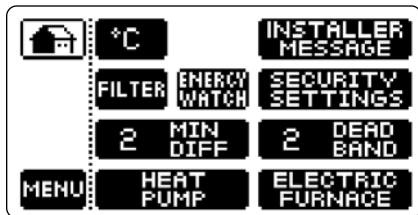
To access the Advanced Settings Menu, you must hold the Advanced Settings button for 5 seconds continuously. Do not be alarmed - Climatouch™ will beep continuously during the 5 seconds. Release the button once the Advanced Settings Menu appears.

**ADVANCED
SETTINGS**



From the Advanced Settings Menu you can:

- Choose °C or °F Temperature Display
- Access the Installer Message Menu
- Access the Filter Monitor Settings
- Access the Energy Watch Settings
- Access the Security Settings
- Set Up the Minimum Difference
- Set Up the Dead Band (Expert User Only)
- Configure System Properties - Type of Compressor Used (Expert User Only)
- Configure System Properties - Type of Furnace Used (Expert User Only)



5.1 °C or °F Temperature Display



This function allows you to display the temperature in either Celsius or Fahrenheit.

In order to select temperature display in either Celsius or Fahrenheit degrees toggle the °C / °F button to either °C or °F.



5.2 Installer Message

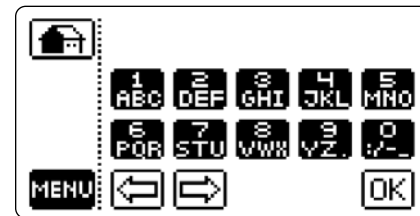


Touch the Installer Message button.
You will be taken to the following screen:

Type the message using the alpha-numeric keypad in the following manner:

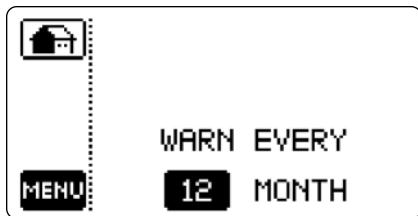
1. Touch the appropriate buttons until the desired alpha/numeric symbol appears.
2. Touch RIGHT ARROW to move to the next character.
3. You may wish to go back - do so by touching LEFT ARROW
4. Touch OK to confirm.

Installer Message feature allows you to enter a message of up to 42 characters and have it displayed on your Climatouch™ thermostat at programmed intervals.



5. Set the number of months after which you wish the message to appear.

6. Touch the home or menu icon to exit.



Example

The message "CALL FOR HEAT PUMP MAINTENANCE" can be entered and set to "WARN EVERY 08 MONTHS". Eight months after you entered the message, Climatouch™ will display the message on the Home Page. Once the message appears, you can acknowledge the message by simply touching the Climatouch™ screen.

5.3 Filter Monitor



This function warns you when the fan's run-time has exceeded the air filter's life cycle.

By activating this function and by entering your air filter's life cycle in days, Climatouch™ will display a filter icon on the Home page after the fan's run-time has exceeded the filter's life cycle. (The icon serves you purely as a reminder to replace the air filter - your system will continue to function even though the filter icon appears.)

To activate the Filter Monitor function:

1. Toggle button from OFF to ON.
2. Enter the air filter's life cycle in days (0-99).
3. Exit by touching either the Home or Menu icon.



Once it is time to change the air filter, the small filter icon will appear on the main screen.



To reset the Filter Monitor timer:

1. Navigate to the Menu Screen.
2. Select FILTER MONITOR.
3. Select RESET.



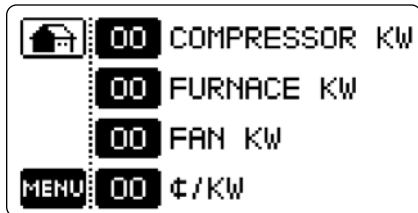
5.4 Energy Watch



Energy Watch keeps track of the system's energy consumption and the cost of running the system.

To activate this function:

1. Enter the compressor kW rating (0-99).
2. Enter the electric furnace kW rating (0-99).
3. Enter the fan kW rating (0-99).
4. Enter the cost of electricity in c/kWh (0-99).



Tips

All kW ratings should be rounded up. For example, if your fan is a 750W unit, set the rating to 1 kW.

You should consult your local electricity distribution company or your utility bill in order to determine the average cost of electricity in cents per kilowatt-hour (c/kWh). It can range anywhere from 4 to 25 c/kWh.

To reset the Energy Watch:

1. Navigate to the Menu Screen.
2. Select ENERGY WATCH
3. Select RESET.



5.5 Security Settings



The security settings allow you to protect your Climatouch™ thermostat from unauthorized use.



To turn security mode ON or OFF, toggle the security button.

ON

OFF

Change Pin feature allows you to choose a custom 4 digit PIN number.

CHANGE
PIN

You will be prompted to:

1. Enter your "old" PIN;
2. Enter your "new" PIN;
3. Re-enter your "new" PIN.

There are two modes of password protection: Partial Lock and Full Lock

PARTIAL
LOCK

FULL
LOCK

Partial Lock allows you to change only the temperature setpoint without entering a PIN.

Please note that if you change the temperature setpoint while in Run Program mode, Climatouch™ will revert back to the programmed setting at the next programmed event time.

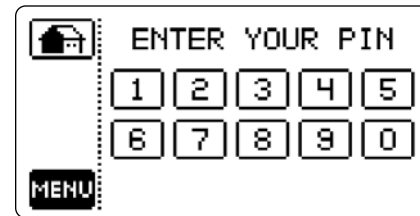
PARTIAL
LOCK

FULL
LOCK

The Full lock Function does not allow any changes unless the user enters the PIN.

Please note that when you change Security modes:

1. Climatouch will prompt you for your Personal Identification Number (PIN). The default PIN is 1111; if you have forgotten the PIN, refer to the Troubleshooting section.
2. Please note that if you temporarily unlock Climatouch™ to change settings or if you change security settings, Climatouch™ will go back into security mode or apply new security settings only after it has not been touched for 30 seconds.



5.6 Minimum Difference

4
MIN
DIFF

This feature allows you to set the minimum difference between the cool and heat setpoints in AUTO mode.

In AUTO mode, the HEAT and COOL setpoints are always separated by at least the minimum difference set. It ensures that the unit will not cycle relentlessly between heating and cooling. This value is typically set to 4 degrees (suggested).

To change the minimum difference:

1. Touch the Min Diff button until you have selected the desired value (1-8).
2. Touch either the Menu or Home icon to exit Advanced Settings.



5.7 Dead Band



The Dead Band is the temperature difference between the set and actual temperature where Climatouch™ will not initiate any demand for heating or air conditioning. It ranges from 1 to 4.

To change the dead band:

1. Touch the DEAD BAND button until you have selected the desired value (1-4).



2. Touch either the Menu or Home icon to exit Advanced Settings.



For example, if the temperature setpoint is set at 72°F and the dead band is set at 2°F, then Climatouch™ will prompt the heating unit to turn on only when the room temperature drops below 70°F.



OPTIONAL UHF OUTDOOR TEMPERATURE TRANSMITTER

6. Optional UHF Outdoor Temperature Transmitter Installation

It is important to locate the transmitter within reasonable proximity of the thermostat; maximum range is typically 30 feet.

To install the outdoor UHF temperature transmitter on the Climatouch™ thermostat (for automatic display of the outdoor temperature):

1. Remove the four screws at the rear of the temperature transmitter,
2. Remove the battery cover,
3. Insert two AAA alkaline batteries,
4. Replace the cover.

The transmitter will immediately begin transmitting temperature information back to your Climatouch™ thermostat, displaying it on the main screen.

Once Steps 1 thru 4 have been completed, ensure the following:

1. For the first 10 minutes after the batteries have been inserted, the outdoor temperature transmitter will transmit a signal every 10 seconds - a flashing dot to the left of the outside temperature display on the thermostat screen will appear.

It is important to locate the transmitter so that this dot flashes, thus ensuring that the location selected provides good communication to the thermostat. After 10 minutes the outdoor temperature transmitter will update only once every 20 minutes.

- (2) If you notice that the outside temperature does not display reliably, or that the display is intermittent, or if an error message shows "CHECK BATTERY OR RANGE", try relocating the transmitter closer to the thermostat.

FCC ID: RAN217S31

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE OPERATION.

7. Technical Specifications and Safety Information

Electrical Rating

- 24 VOLTS AC
- 1 amp maximum per terminal
- 4 amp maximum total load

Terminations

R	24VAC
C	Common
Ob	Heat or Cool - the default is Cool. See Manufacturer's Technical Settings in Section 2 to reverse the logical orientation of contact Ob (for Heat).
W2	Furnace
G	Fan
Y1	Compressor
Y2	2nd stage cool or emergency electric heat
Dh - H	Dehumidifier/Humidifier (only on CT03TSHB model)
I1 - I2	Future Expansion

System Configurations

Up to 2 heating stages, 2 cooling stages, or 3 heating stages with emergency heat and 1 cooling stage, or in any combination with heat pump, air handler, gas, oil, or electric. (Universal)

Temperature Control Ranges

Accuracy +/- 1°F 41°F - 95°F, adjustable dead band and differential

Safety Information

- Always turn off power at the main power supply before installing or removing thermostat.
- This product is designed for 24 VAC operation only.
- All wiring must conform to local and national electrical and building codes.



FCC STATEMENT

8. FCC Statement

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED OPERATION.



TROUBLESHOOTING

9. Troubleshooting

Problem:

Forgotten your PIN?

Solution:

1. Remove the protective faceplate.
2. With a small screwdriver, press the reset button located on the bottom left-hand corner.
Please be careful while doing so, making sure not to touch any electronic parts.
3. Climatouch™ will then prompt you to "TOUCH SCREEN TO RESET PASSWORD".
4. Touch the screen.
The password or PIN will be reset to its factory default: 1111.

Problem:

The variable speed fan runs all the time.

Solution:

1. Turn the power supply off.
2. Connect a 2k-3k Ohm resistor between the contacts C (Common) and G (Fan).
3. Turn the power supply on.

Problem:

Temperature reading is not stable and accurate.

Solution:

This may be caused by occasional draft through the wall where thermostat is attached. Block the hole in the wall to prevent air streaming over the thermostat wires.

Problem:

Humidity reading is not accurate.

Solution:

Access the Special Installer Calibration screen. Calibrate Climatouch's humidity reading by up to +/- 15% to match current room humidity. (For more information refer to Special Installer Configuration on page 14 in the Configuration section.)

Problem (CT03TSHB model only):

The Air Conditioning unit does not activate even when the room temperature is substantially higher than the temperature COOL setpoint.

Solution:

You are in DEHUMIDIFY mode, therefore set humidity setpoint below the current room humidity by more than 5% since the Air Condition turns off when either temperature setpoint or humidity set point is reached, whichever is reached first.

Problem:

Climatouch™ thermostat turns off and resets repeatedly.

Solution:

If you are using 4-wire "hook up", connect the wire from the HVAC transformer to the C connector on the thermostat unit, effectively upgrading to 5-wire "hook up".

If the problem still occurs while using 5-wire "hook up", disconnect all the wires from the thermostat terminals except C and R. If the thermostat turns off, then the C and R terminal wires are not properly connected to the HVAC transformer. Connect the C and R wires properly to the HVAC unit transformer and verify that the thermostat is on before connecting other wires to thermostat terminals.

Problem:

In PROGRAM SETTINGS, while using AUTO mode, the difference between the heat and cool setpoints is not correct.

Solution:

To RUN PROGRAM in AUTO mode, first switch the thermostat to HEAT mode and program all of your heat settings for the week. Then switch the thermostat to COOL mode and program all of your cool settings for the week. Finally, switch the thermostat to AUTO mode. Please note that the difference between the heat and cool setpoints can be bigger, but not smaller, than the Minimum Difference set. For more information refer to Section 5.6 Minimum Difference in the Installation Manual.



MANUFACTURER CONTACT INFORMATION

10. Manufacturer Contact Information

If you encounter problems while installing the Climatouch™ Thermostat, you can call the technical support line between 9 a.m. and 5 p.m. EST

Toll-Free Technical Support Line:

1-866-90TOUCH (1-866-908-6824)

Technical Support Line:

514-737-4187

AED Electronics Inc.
5756 Royalmount Ave.
Montreal, Quebec, Canada
H4P 1K5

Limited Warranty

Hardware

AED Electronics Inc. ("AED") warrants the original end user ("Customer") that new Climatouch branded products will be free from defects in workmanship and materials, under normal use, for two (2) years from the original purchase date.

Software

AED warrants to Customer that the Climatouch thermostat software will perform in substantial conformance to its program specifications for a period of two (2) years from the date of the original purchase.

Exclusions

This warranty excludes (1) physical damage to the surface of the product, including cracks or scratches on the touch-screen or outside casing; (2) damage caused by misuse, neglect, improper installation, unauthorized attempts to open, repair, or modify the product, or any other cause beyond the range of intended use; (3) damage caused by accident, fire, power changes, other hazard, or Acts of God; or (4) use of the product with any device if such device causes the problem.

Exclusive Remedies

Should a covered defect occur during the warranty period and Customer notifies AED, Customer's sole and exclusive remedy will be, at AED's sole option and expense, to repair or replace the product. Replacement products or parts may be new or reconditioned or a comparable version of the defective item. AED warrants any replaced product or part for a period of ninety (90) days from shipment, or through the end of the original warranty, whichever is longer.

Obtaining Warranty Service

Customer must contact and return product to a local AED product dealer or installer within the applicable warranty period to obtain warranty service. Dated proof of original purchase will be required. AED will not be responsible for Customer's memory data contained in, stored on, or integrated with any products returned to AED for repair, whether under warranty or not.

Warranty Exclusive

THE FORGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED BY AED AND ITS SUPPLIERS.

Disclaimer

NEITHER AED NOR ITS SUPPLIERS SHALL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE OR USE OF THIS PRODUCT, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER THEORY, EVEN IF AED HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. AED'S ENTIRE LIABILITY SHALL BE LIMITED TO REPLACEMENT OR REPAIR OF THE PRODUCT.
