Letter:	**ST-008-2016**
Date:	May 31, 2016
To:	All Unitary Products Branch Service, Sales, and Training Managers All Unitary Products Distribution Service, Sales, and Training Managers
Subject:	**S1-TTSCC02 Communicating Thermostat Security Update**
Product:	Residential WIFI Communicating Thermostat
Summary:	This letter is to advise of S1-TTSCC02 Communicating Thermostat potential WIFI connection issues after June 15, 2016.

A software update for network security purposes was recently pushed to all S1-TTSCC02 WIFI communicating thermostats. This update was pushed automatically over the air without any disruption to service and the end user would not have noticed any change in operation.

There are a few thermostats that have been purchased and connected to WIFI at some point then disconnected before the update was pushed to the thermostat. We contacted each user months ago instructing them to re-connect the thermostat to WIFI so that it could be updated. The update takes a minute at the most and happens when the thermostat is re-connected to our server.

There may also be some thermostats that have not yet been installed or connected to WIFI. The purpose of this letter is to communicate to the field a scenario of a brand new thermostat not being able to connect to WIFI in the event that the thermostat was manufactured BEFORE February 2016, but has not yet been installed and/or connected to WIFI.

Below is an image of a S1-TTSCC02 thermostat shipping container.
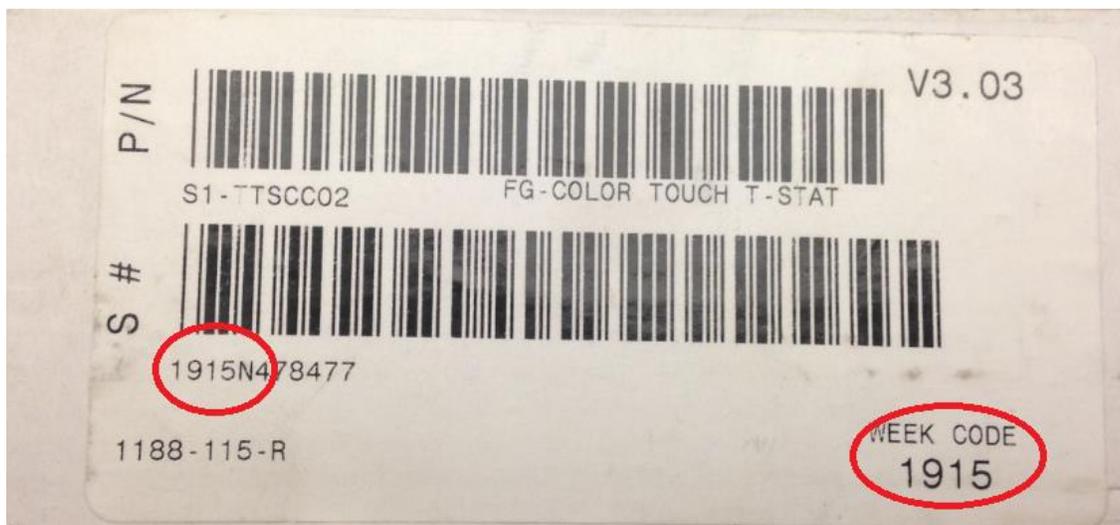
The image on the previous page shows the date code of the thermostat. The date code pictured was built on the 19th week of 2015. If this thermostat happened to be a new thermostat that has not been installed or will not be installed by June 15th 2016 and connected to a WIFI internet connection, then it will never be able to connect to WIFI. However it will still function as a thermostat, just not WIFI capable.

You are being notified of this to prevent an unnecessary situation of a thermostat being sold and installed at a home, but will not connect to our network.

Warranty claims due to this issue will not be accepted.

Please check your inventory for date codes prior to 0516. You can either sell these thermostats as long as they will be installed and connected to a WIFI internet connection by June 15th 2016, or arrange for an exchange with Source 1.

All S1-TTSCC02 thermostats in Source 1 inventory are up to date and contain the latest module firmware release of 1.5.12 as well as the latest control firmware of 3.08nz.

Casey McConnaughy
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