



## SERVICE AND APPLICATION NOTES

ACC-16-02  
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### Thermostat Control Wiring Issue

#### AFFECTED PRODUCTS

ComfortSense 7500 Residential (13H14) and Commercial (13H15) Thermostats

#### ISSUE

24VAC incorrectly applied to either or both **To** and **Tc** terminals (outdoor temperature sensor terminals). If either outdoor temperature terminals or the indoor temperature sensor terminal **Ti** on the commercial version are wired to a 24VAC source it will cause an internal short in the thermostat. Once wiring is corrected the screen will remain blank and the thermostat will be unable to recover.

#### RECOMMENDED SOLUTION:

**SHORT TERM:** Future production units will include a sticker indicating not to connect 24VAC to **Tc**, **To** or **Ti** terminals.

**LONG TERM:** Internal circuit protection will be added to the thermostat.

