

Heat-only Thermostat with Touchscreen technical bulletin

Affected product

Heat-only Thermostat with Touchscreen
(A3100101)

Issue

The display does not appear when
powered up.

How to identify

When the thermostat is first powered up,
the screen does not display any information.

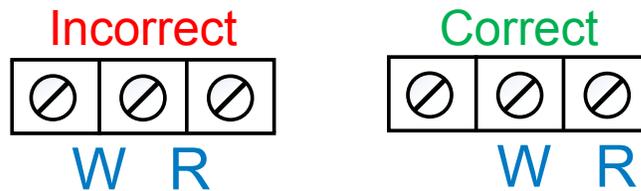


Figure 1: Wiring terminals

Cause

During the manufacturing process, the
wiring labels were installed incorrectly
(shifted to the left) which could cause the
installer to wire to the wrong terminals.
Refer to **Figure 1**. The terminal on the
left is populated for future needs but
not used in this release.

Resolution

- Connect the thermostat wires to the far-right
terminals (as shown in the manual).
- If this does not remedy the issue, return
the thermostat through Uponor's Return
Material Authorization (RMA) process for
replacement as the thermostat may have a
faulty display connector.

For further assistance, contact Uponor
Technical Services at 888.594.7726 (U.S.)
or 888.994.7726 (Canada).

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