



## 9000 Series Smart Colour Touchscreen Thermostat

User Guide



## Features of Your Thermostat

**With your new thermostat, you can:**

- Connect to the Internet to monitor and control your heating/cooling system.
- View and change your heating/cooling system settings.
- View and set temperature and schedules.
- Receive alerts via email and get automatic upgrades.
- View outdoor temperature and humidity (requires Wi-Fi set up and registration).

**Need Help?**

For assistance please visit <http://honeywellhome.com>,  
or call toll-free: **1800 049 687**



## Welcome

Congratulations on your purchase of a smart colour touchscreen programmable thermostat. When registered to Total Connect Comfort Solutions, you can remotely monitor and control the heating and cooling system in your home—you can stay connected to your comfort system wherever you go.

Total Connect Comfort is the perfect solution if you travel frequently, own a vacation home, or manage an investment property or if you are simply looking for peace of mind.

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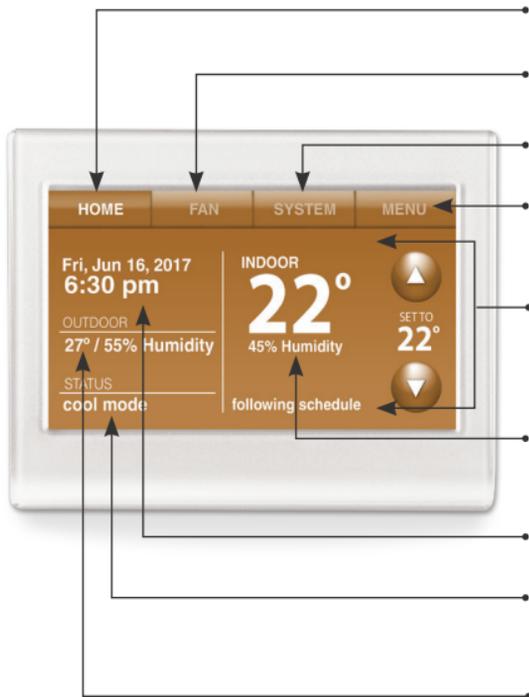
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# Quick Reference: Home Use



**HOME.** Touch to display Home screen.

**FAN.** Select fan mode.

**SYSTEM.** Select system mode (heat/cool).

**MENU.** Touch to display options. Start here to set a program schedule.

**CURRENT SCHEDULE.** Change temperature setting and select temporary or permanent hold.

**INDOOR CONDITIONS.** Shows indoor temperature and humidity.

**CURRENT DATE AND TIME.**

**CURRENT STATUS.** Shows system mode (heat/cool).

**OUTDOOR CONDITIONS.** Outdoor temperature and humidity appear after registration.

## Setting Up Your Thermostat

Setting up your programmable touchscreen thermostat is easy.

- ① Connect it to your home wireless network.
- ② Register online for remote access.

# Connecting to Your Wi-Fi network

1. Connect the Wi-Fi network.

1a. Touch **MENU** > **Wi-Fi Setup**.

**-OR-**

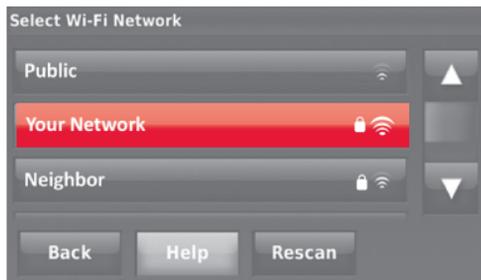
Touch **Yes** to connect the thermostat to your Wi-Fi network.

The screen displays the message “Searching for wireless networks. Please wait...” after which it displays a list of all Wi-Fi networks it can find.

2. Select the network.

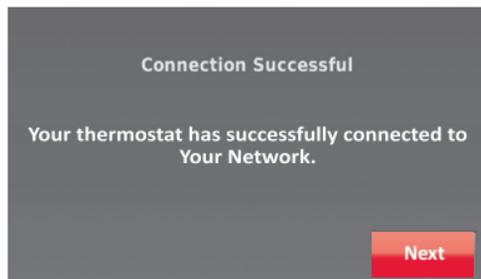
2a. Touch the name of the network you want to use. The thermostat displays a password page.

**Note:** If your home network is not shown on the list, touch **Rescan**.



## Connecting to Your Wi-Fi network

- 2b. Using the keyboard, touch the characters that spell out your home network password.
- 2c. Touch **Done**. The thermostat displays “Connecting to your network. Please wait...” then shows a “Connection Successful” screen.
- 2d. Touch **Next** to display the registration information screen.
- 2e. Note your Thermostat MAC and Thermostat CRC. You need these numbers to complete online registration.

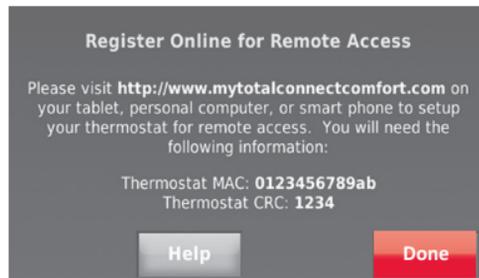


## Connecting to Your Wi-Fi Network

To register your thermostat, follow the instructions beginning on page 6.

**Note:** The Register Online screen remains active until you complete registration and/or touch **Done**.

**Note:** If you touch **Done** before you register online, your home screen displays an orange alert button telling you to register. Touching that button displays registration information and an option to snooze the task.



# Registering Your Thermostat Online

To view and set your Wi-Fi thermostat remotely, you must have a Total Connect Comfort account. Use the following steps.

1. Open the Total Connect Comfort web site

Go to <https://info.mytotalconnectcomfort.com/en-AU>



# Registering Your Thermostat Online

2. Login or create an account.

If you have an account, click **Login**

– **OR** –

Click **Create An Account**

2a. Follow the instructions on the screen.

2b. **Check your email** for an activation message from My Total Connect Comfort. This may take several minutes.

**Note:** If you do not receive a response, check your junk mailbox or use an alternate e-mail address.

2c. **Follow activation instructions** in the email.

2d. Log in.



# Registering Your Thermostat Online

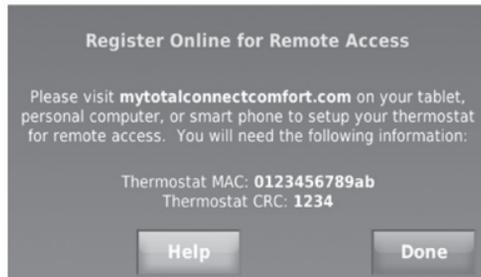
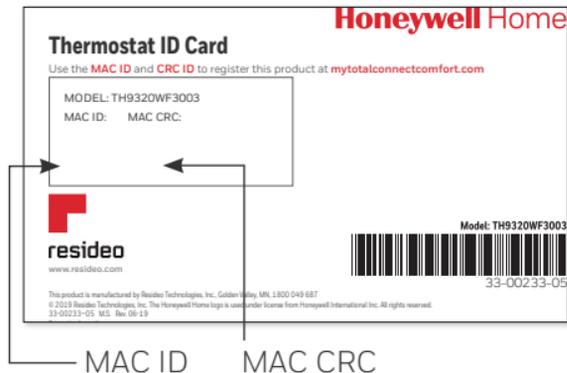
## 3. Register your Wi-Fi thermostat.

After you are logged in to your Total Connect Comfort account, register your thermostat.

3a. Follow the instructions on the screen. After adding your thermostat location, you must enter the thermostat's unique identifiers:

- MAC ID
- MAC CRC

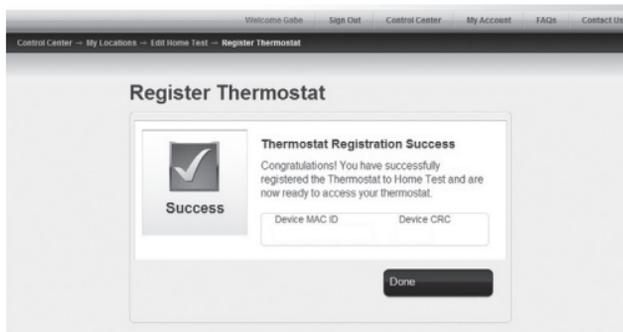
**Note:** These IDs are listed on the Register Online screen or on the Thermostat ID Card included in the thermostat package. The IDs are not case sensitive.



# Registering Your Thermostat Online

When the thermostat is successfully registered, the Total Connect Comfort registration screen will display a SUCCESS message.

You can now control your thermostat from anywhere through your laptop, tablet, or smartphone.



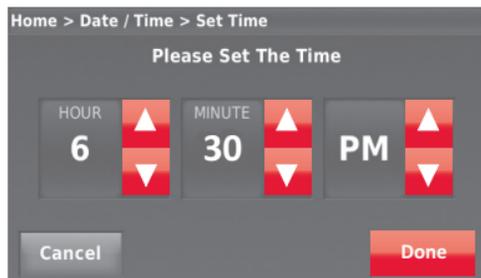
Total Connect Comfort free app is available for Apple® iPhone®, iPad® and iPod touch® devices at iTunes® or at Google Play® for all Android™ devices.



## Setting the Time/Date

1. Touch the current time. The screen displays **Set Time/Set Date**.
2. Touch **Set Time** or **Set Date**.
3. Touch ▲ or ▼ until the proper time/date is displayed.
4. Touch **Done** to save or **Cancel** to ignore changes.

**Note:** This thermostat will automatically update for daylight saving time (if observed in your area) and all date/time information is stored. If the thermostat is connected to Wi-Fi and registered to Total Connect Comfort, the current time is updated from the internet.



## Setting the Fan

1. Touch **FAN** to display fan settings.
2. Touch **On**, **Automatic**, **Circulate**, or **Follow Schedule**.
3. Touch **Done** to save and exit.

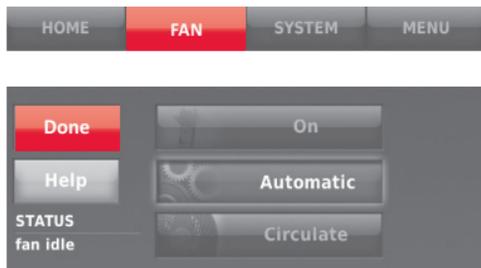
**On:** Fan is always on.

**Automatic:** Fan runs only when the heating or cooling system is on.

**Circulate:** Fan runs randomly about 35% of the time (home use only).

**Follow Schedule:** Fan controlled by program (see pages 13-19).

**Note:** Touch Auto or On to temporarily override the programmed fan schedule.



## Setting System Mode

1. Touch **SYSTEM** to display system settings.
2. Touch desired option:

**Heat:** Thermostat controls only the heating system.

**Cool:** Thermostat controls only the cooling system.

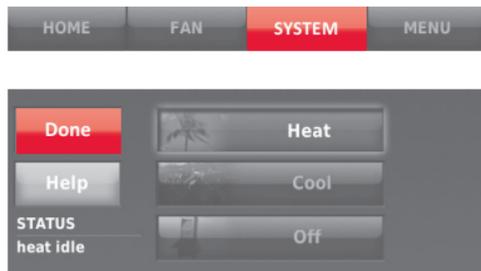
**Off:** Heating/cooling systems are off.

**Automatic:** Thermostat selects heating or cooling as needed depending on the indoor temperature.

**Emergency Heat (heat pumps with aux. heat):** Controls auxiliary/emergency heat. Compressor is locked out.

3. Touch **Done** to save and exit.

**Note:** The **Automatic** and **Emergency Heat** system settings may not appear, depending on how your thermostat was installed.



## Preset Energy-Saving Schedules

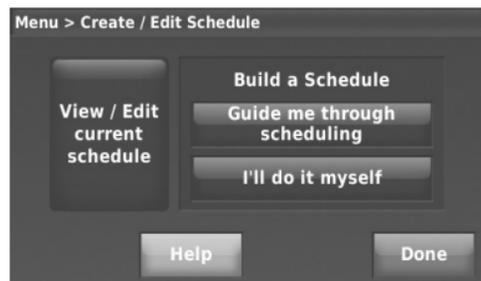
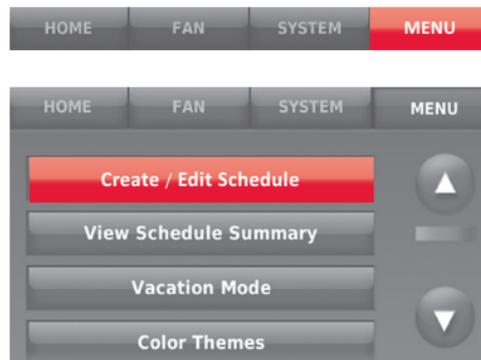
This thermostat uses default Energy Saver settings that can reduce your heating/cooling expenses. To customise settings, see next page.

Home Use	Period	Start time	Heat (Mon-Fri)	Cool (Mon-Fri)	Heat (Sat-Sun)	Cool (Sat-Sun)
	Wake	6:00 am	22°C	26°C	22°C	26°C
Leave	8:00 am	17°C	30°C	17°C	30°C	
Return	6:00 pm	22°C	26°C	22°C	26°C	
Sleep	10:00 pm	17°C	28°C	17°C	28°C	

# Adjusting Program Schedules

1. Touch **MENU**.
2. Select **Create/Edit Schedule**.
  - Touch **View/Edit** to view the full schedule and make a quick adjustment.
  - Touch **Guide Me** to create a schedule by answering simple questions.
  - Touch **I'll do it myself** to manually create a program schedule. See page 15.

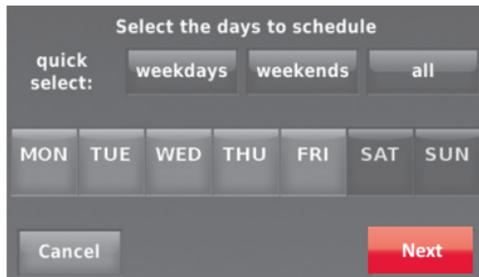
**Note:** To reduce costs, use the pre-set Energy Saver settings described on page 13.



## Adjusting Program Schedules

If you selected **I'll do it myself** on the Create/Edit Schedule screen (page 14), follow these steps:

1. Select the days to schedule, touch **Next**.
2. Touch **Wake** to set your Wake time for selected days.



# Adjusting Program Schedules

3. Touch ▲ or ▼ to set Heat and Cool temperatures for the Wake period, then touch **Done**.
4. Touch other time periods (**Leave**, **Return**, **Sleep**) to set time and temperatures for each.
5. Touch **Done** to save and exit.

**Note:** Touch **Delete Period** to eliminate any unwanted time period.

**Note:** Touch **Fan Settings** to customise fan settings for any time period.



## Overriding Schedules: Home Use

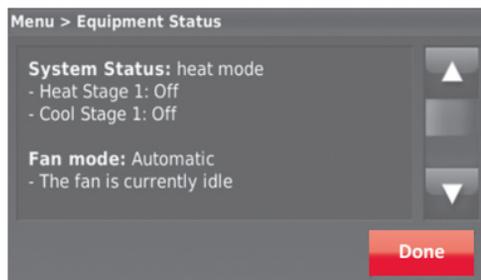
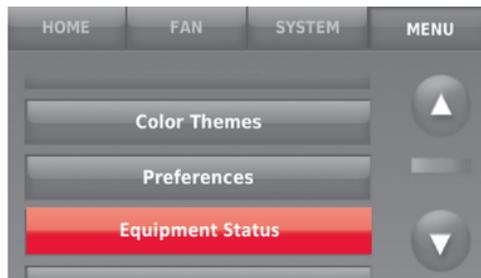
1. Touch ▲ or ▼ to adjust the temperature (right side of screen) and the Hold Until time (left side). The schedule will resume when the Hold Until time expires.
2. Touch **Switch to Permanent Hold** to keep the same temperature until you change it or resume the program schedule.
3. Touch **Cancel Hold** at any time to resume the program schedule.



# Viewing Equipment Status

1. Touch **MENU**.
2. Select **Equipment Status**.
3. Touch ▲ or ▼ to view the status of all the equipment your thermostat is controlling. Depending on how your thermostat was installed, the Equipment Status screen can report data about the following systems:

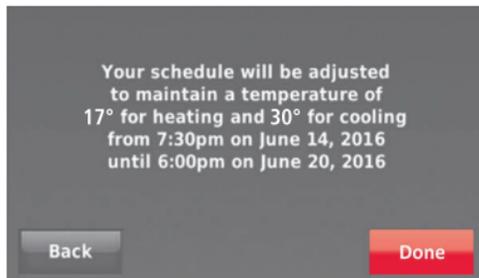
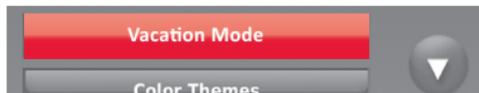
- Heating and cooling
- Fan
- Thermostat information



## Setting Vacation Hold: Home Use

This feature helps you save energy while you are away, and restores comfortable settings just before you return home.

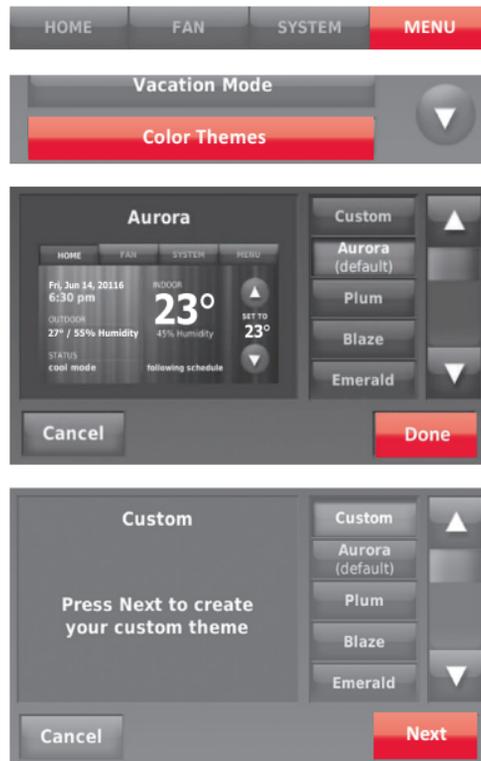
1. Touch **MENU**.
2. Select **Vacation Mode**.
3. Touch ▲ or ▼ to select the date you leave, then touch **Next** for further scheduling details, including times of day, temperature settings, return date, and return settings.
4. Review your selections on the last display, and touch **Done** to save your settings. Touch **Back**, then **Cancel** to ignore the changes.



# Customizing Screen Colour

You can customise your thermostat display to match your décor.

1. Touch **MENU**.
2. Touch **Colour Themes**.
3. Select the name of a colour to use a predefined background, or select Custom to define you own background colour and text.
  - If you select a colour name, the screen shows an example on the left. Touch **Done** to accept that selection.
  - If you touch **Custom**, the screen gives you instructions. Touch **Next** to step through the choices; touch **Done** when you are satisfied with your changes.

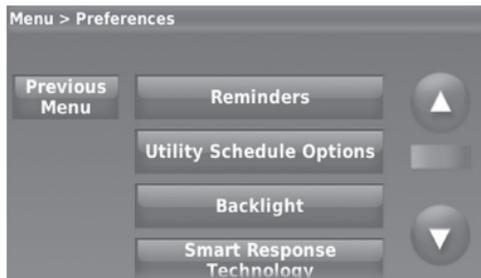
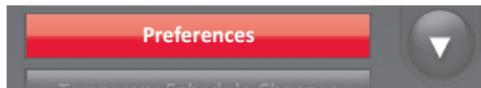


# Setting Preferences

Preference menu options let you select how the thermostat displays information or responds to certain situations.

1. Touch **MENU** and select **Preferences**.
2. Select an option and follow prompts:
  - Reminders
  - Utility Schedule Options
  - Backlight
  - Smart Response Technology\*
  - Advanced Preferences
  - Restore Default Schedule
3. Touch **Done** to save your settings.  
Touch **Cancel** to ignore changes.

\* Smart Response only appears if thermostat is configured for Home.



## Cleaning the Thermostat Screen

When you select the Clean Screen option, the screen is locked so you don't accidentally change settings while you clean.

1. Touch **MENU**.
2. Select **Clean Screen**. A prompt asks if you want to clean the screen for 30 seconds.
3. Touch **Yes**. A countdown timer displays elapsed time until the screen is reactivated.

**Note:** Do NOT spray any liquid directly on the thermostat. Spray liquids onto a cloth, then use the damp cloth to clean the screen. Use water or household glass cleaner. Avoid abrasive cleansers.



## Adjusting Security Settings

You can adjust security options to prevent unauthorized changes to system settings.

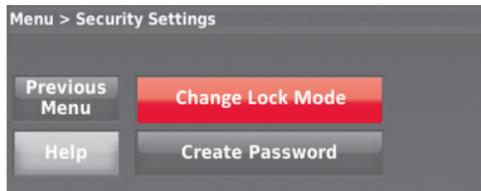
1. Touch **MENU** and select **Security Settings**.
2. Select **Change Lock Mode**.
3. Select an option and follow prompts:

**Unlocked:** Full access allowed.

**Partially locked:** Only temperature can be changed.

**Fully locked:** No access allowed.

**Note:** If you choose to use a password for additional security, write it here for reference:



## Smart Response Technology

This feature (home use only) allows the thermostat to “learn” how long the heating/cooling system takes to reach programmed temperature settings, so the temperature is reached at the time you set.

For example: Set the Wake time to 6:00 am, and the temperature to 22°C. The heat will come on before 6:00 am, so the temperature is 22°C by 6:00 am.

**Note:** Select Smart Response Technology in the Preferences menu (“Setting Preferences” on page 21).

The message “in recovery” is displayed when the system is activated before a scheduled time period.

Smart Response only appears if thermostat is configured for Home.



## Compressor Protection

The thermostat keeps the compressor off for a few minutes before restarting, to prevent equipment damage. During this “off” time, the message “waiting for equipment” is displayed on screen.



## Auto Changeover

This feature is used in climates where both air conditioning and heating are used on the same day.

When the system is set to **Automatic**, the thermostat automatically selects heating or cooling depending on the indoor temperature.

Heat and cool settings must be at least 3 degrees apart. The thermostat will automatically adjust settings to maintain this 3-degree separation.

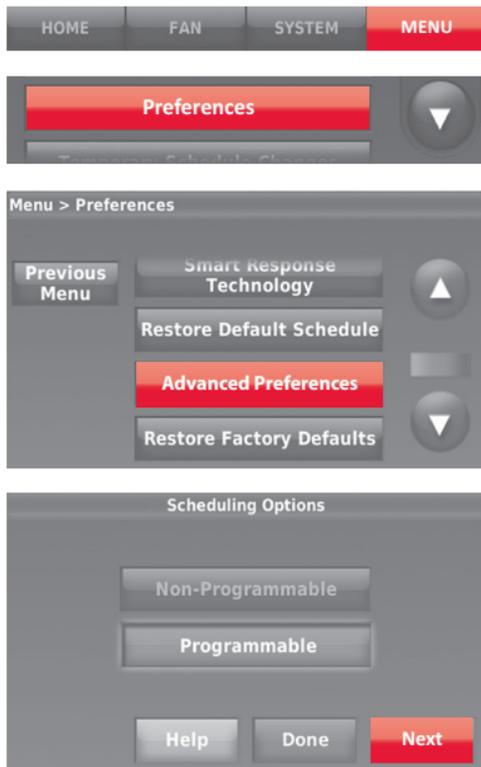
Note: Select **Auto Changeover** on the Heating and Cooling System Changeover screen under Advanced Preferences. See “Setting advanced preferences” on page 27.



# Setting Advanced Preferences

You can change options for a number of system functions. Although many options, such as language and temperature indication settings are the same for all setups, others depend on the type of system you have.

1. Touch **MENU**. The thermostat displays a list of options.
2. Select **Preferences** > **Advanced Preferences**. The thermostat displays the first screen of options that you can change.
3. On each screen, make changes as needed, then touch **Next** to display new options. Repeat this step until you have made all changes. Tables on pages 28-29 explain the screens and options under Advanced Preferences.
4. When you have made all changes, press **Done** to save and exit.



## Setting Advanced Preferences

### Advanced Preferences Options (MENU > Preferences > Advanced Preferences)

Screen Title	Settings and Options
Scheduling Options	Select Non-programmable or Programmable. Programmable uses default or customised programming to automatically raise and lower temperature settings for different times of day.
Temperature Indication Scale	Select Fahrenheit or Celsius.
Heating and Cooling System Changeover	Select Manual or Automatic.
Number of Schedule Periods	Select 2 Periods Per Day or 4 Periods Per Day. (see page 13).

# Setting Advanced Preferences

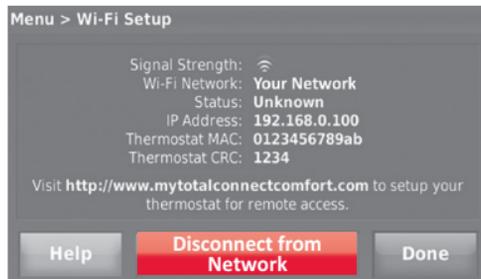
## Advanced Preferences Options (concluded)

Screen Title	Settings and Options
Temperature Limits	Select the Minimum Cool and Maximum Heat Limit.
Keypad Lockout	Select Unlocked/Partially Locked/Locked.
Clock Format	Select 12 Hour or 24 Hour.
Daylight Saving Time	Select Off or On. If set to On, the system will automatically change time/date to account for daylight saving.
Indoor Display Offsets	Select the number of degrees to offset indoor temperature or percentage to offset indoor humidity.

# Disconnecting Your Wi-Fi Network

If you need to disconnect the thermostat from your Wi-Fi network (for example, you're replacing your router), follow these steps:

1. Touch **MENU**.
2. Select **Wi-Fi Setup**.
3. Touch **Disconnect from Network**. The thermostat will display a question to confirm your selection.
4. Touch **Yes** to confirm that you want to disconnect from the network. The thermostat will display the Wi-Fi Setup screen.
5. Touch **OK** to display the menu.



# Reconnecting Your Wi-Fi Network

1. Touch **MENU**.
2. Select **Wi-Fi Setup**.
3. Touch the name of the network you want to use. The thermostat may display a password page.
4. To enter a password, touch characters to spell out your home network password, then touch **Done**.
5. The thermostat displays “Connecting to your network. Please wait...” then a “Connection Successful” screen.
6. Touch **Next**.
  - If your thermostat is registered, you will see your signal strength and other status information. Touch **Done**.
  - If the screen displays “Register Online for Remote Access,” follow instructions on page 7



# Unregistering Your Thermostat

If you remove the thermostat from your Total Connect Comfort website account (for example, you're moving and leaving the thermostat behind), follow these steps:

1. On [mytotalconnectcomfort.com](http://mytotalconnectcomfort.com) log into your account.
2. Under My Account, select Edit My Profile.
3. Click the **Delete My Account** button.

Your thermostat will display an orange button that says Register Online.



## Changing System Setup

If the thermostat is reset to factory default settings, you need to change the thermostat settings to match your heating/cooling system. Your contractor did this when the thermostat was installed. Follow these steps to setup the thermostat, or call your contractor to do it.

1. Touch **MENU**. The thermostat displays a list of options.
2. Select **System Setup**. The thermostat displays the first screen of options that you can change.
3. On each screen, make changes as needed then touch **Next** to display new options. Repeat this step until you have made all changes. Tables on pages 34-35 explain the System Setup screens and options.
4. When you have made all changes, press **Done** to save and exit.



Touch the Help button to see information about screen options.

# Changing System Setup

**Note:** Touch the orange Help button on any screen for more information.

## System Setup Options (MENU > System Setup)

Screen Title	Settings and Options
Language	English/Français/Español.
Thermostat installed in	Home(Thermostat is used in a residential (default).
Your thermostat location	Touch <b>THERMOSTAT</b> button to display a screen where you can enter a custom name using a keypad. If you have only one thermostat, you can leave the name as <b>THERMOSTAT</b> .
Your thermostat controls	Select Heating or Cooling or both (default).
Your system type	Select Forced Air (default), Heat Pump, or Hot Water or Steam. Each option offers different choices on the following screens.
Your forced air heating system type	Select how your forced air system is powered: Gas/Oil (default) or Electric.
Efficiency of your heating system	Select Standard Efficiency Forced Air (default) or High Efficiency Forced Air.

# Changing System Setup

## System Setup Options (concluded)

Screen Title	Settings and Options
Your heating system type	If you selected Hot Water or Steam on “Your system type,” select the specific heating system here.
Number of cooling stages	Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘Y’ wire only (1 stage) or ‘Y’ and ‘Y2.’
Number of heating stages	Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘W’ wire only (1 stage) or ‘W’ and ‘W2.’
Your fan control	Select whether your thermostat (default) or heating system controls the fan.
Type of changeover valve	If you selected Heat Pump on “Your system type,” select whether it uses a cooling changeover valve (default) or heating changeover valve. If you are unsure, note which wires you have connected.
Number of heat pump compressor stages	Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘Y’ wire only (1 stage) or ‘Y’ and ‘Y2.’
Your backup heat	No or Yes (default) you can determine whether you have backup heat.

# System Setup

**Note:** Your contractor already setup your thermostat. You should not need to perform any setup. Follow these instructions only if you do a factory reset.

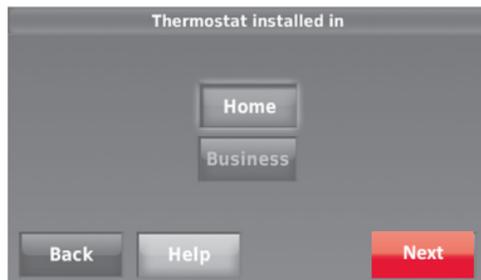
Before connecting to your Wi-Fi network, you need to set initial thermostat options to define your heating/cooling system:

- Language
- Home

You can customise other options later.

Follow prompts on the screen to select appropriate options.

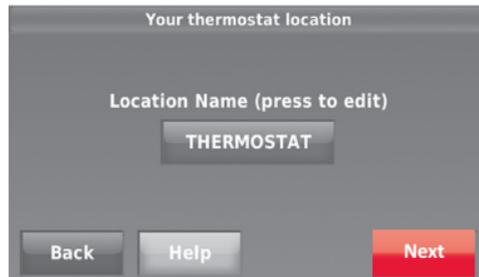
1. Touch the language you want the thermostat to display, then touch **Next**.
2. Select Home installation, then touch **Next**.



## System Setup

3. Touch **Next**, or name the thermostat location—touch THERMOSTAT and follow the rest of the instructions.
4. Select what your thermostat will control and touch **Next**.

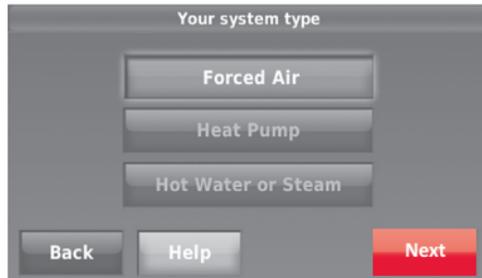
**Note:** Touch the orange Help button on any screen for more information.



## System Setup

5. Select your system type and touch **Next**. The system type determines other selections for completing initial setup. Use the checklist from Step 6d when making selections.
6. Touch **Next** after making selections on each screen.
7. Touch **Done** on the last screen. The thermostat displays an option to connect to your Wi-Fi network.

**Note:** Touch the orange Help button on any screen for more information.



## Frequently Asked Questions

**Q: Will my thermostat still work if I lose my Wi-Fi connection?**

**A:** Yes, the thermostat will operate your heating and/or cooling system with or without Wi-Fi.

**Q: How do I find the password to my router?**

**A:** Contact the manufacturer of the router or check the router documentation.

**Q: Why am I not seeing my Wi-Fi setup page?**

**A:** You are probably connected only to your router, not to your thermostat. Try connecting to the thermostat again.

**Q: Why isn't my thermostat connecting to my Wi-Fi router even though it is very close to the thermostat?**

**A:** Verify that the password entered for the Wi-Fi router is correct.

**Q: My thermostat is unable to register to the Total Connect Comfort website.**

**A:** Verify that the thermostat is correctly enrolled on your home Wi-Fi network. At Menu > Wi-Fi Setup, check for the Wi-Fi-signal strength icon. Verify that the Wi-Fi router has a good internet connection. On your computer, verify that you can open the site at [mytotalconnectcomfort.com](http://mytotalconnectcomfort.com). If you cannot open the site, switch off the internet modem for a few seconds, then power it back on.

## Frequently Asked Questions

**Q: I registered on the Total Connect Comfort website but was unable to login using my new account.**

**A:** Check your email and ensure that you received an activation email. Follow the instructions to activate your account and then login to the website.

**Q: I have signed up on Total Connect Comfort website and have not received a confirmation email.**

**A:** Check for the email in your Junk or Deleted folder.

**Q: Is there a way to extend the signal strength?**

**A:** Most standard routers can be set up to be a repeater. You can also purchase and install a Wi-Fi repeater.

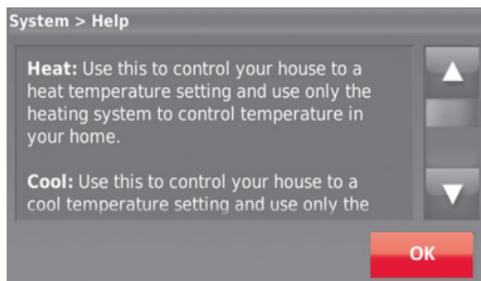
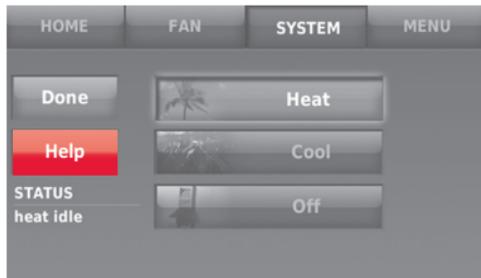
## Getting Help and Responding to Alerts

Your thermostat offers two types of assistance, if these assistance options do not answer your questions, review the FAQs (pages 39-40) and troubleshooting tips (page 44).

### On screen help

Most displays include an orange Help button.

1. Touch **Help** to display instructions for using the screen.
2. Touch **OK** to redisplay the original screen.

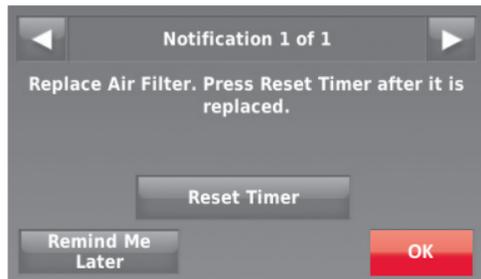


# Getting Help and Responding to Alerts

## On screen alerts

Your home screen will display a large orange button when you need to correct a setting or system problem.

1. Touch the button, the thermostat displays instructions for completing the task to which you were alerted.
2. Touch **OK** on the instruction display, then carry out the task. When the task is complete, the alert button will no longer be displayed.

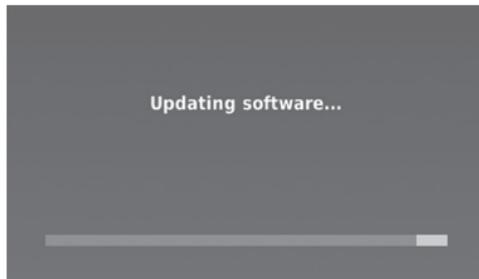


## Software Updates

The Wi-Fi app periodically issues updates to the software for this thermostat. The updates occur automatically through your Wi-Fi connection. All your settings are saved, so you will not need to make any changes after the update occurs.

Updates occur in the early morning. After your thermostat receives the software, it reboots. The screen then shows “Updating software...” with a green progress bar. When the update is complete, your home screen will appear as usual.

**Note:** If you are not connected to Wi-Fi or registered at Total Connect Comfort, you will not get automatic updates.



# Troubleshooting

If you have difficulty with your thermostat, please try the following suggestions. Most problems can be corrected quickly and easily.

- Display is blank**
- Check circuit breaker and reset if necessary.
  - Make sure power switch at heating and cooling system is on.
  - Make sure furnace door is closed securely.
- “Wait” appears on the screen**
- Compressor protection feature is engaged. Wait 5 minutes for the system to restart safely, without damage to the compressor.
- Heating or cooling system does not respond**
- Touch **SYSTEM** to set system to Heat. Make sure the temperature is set higher than the Inside temperature.
  - Touch **SYSTEM** to set system to Cool. Make sure the temperature is set lower than the Inside temperature.
  - Check circuit breaker and reset if necessary.
  - Make sure power switch at heating and cooling system is on.
  - Make sure furnace door is closed securely.
  - If “Wait” is displayed, the compressor protection timer is on. Wait 5 minutes for the system to restart safely, without damaging the compressor (see page 25).

## Glossary

### **Heat Pump heating/cooling system**

Heat pumps are used to heat and cool a home. If your old thermostat has a setting for auxiliary or emergency heat, you likely have a heat pump.

### **Conventional heating/cooling system**

Non-heat pump type systems; these include air handlers, furnaces or boilers that run on natural gas, oil or electricity. They may or may not include an air conditioner.

### **MAC ID, MAC CRC**

Alphanumeric codes that uniquely identify your thermostat.

## 5-Year Limited Warranty

Resideo warrants this product, excluding battery, to be free from defects in workmanship or materials, under normal use and service, for a period of five (5) years from the date of first purchase by the original purchaser. If at any time during the warranty period the product is determined to be defective due to workmanship or materials, Resideo shall repair or replace it (at Resideo's option).

If the product is defective,

- (i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it; or
- (ii) call Resideo Customer Care at 1800 049 687.

This warranty does not cover removal or reinstallation costs. This warranty shall not apply if it is shown by Resideo that the defect was caused by damage which occurred while the product was in the possession of a consumer.

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### For more information

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