

Product Bulletin

Bulletin Number: PB-24-43

Date: 07/17/2024

Subject: Ion Gray Smart Thermostat

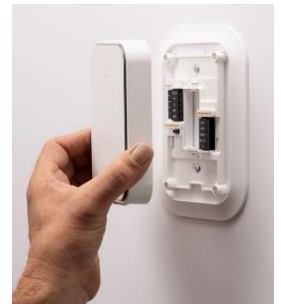
Contact:
Janet.Shaw@Carrier.com

Introducing the Ion Gray Smart Thermostat



The Ion Gray Smart Thermostat is the latest and most affordable model in our growing portfolio of connected controls. It puts an elegant, modern-looking device on your customers' walls that is easy to use, works with popular smart home systems, and can keep you connected with your customers through the FAST OEM Mobile Technician app. Who says an affordable control can't be fully featured? We don't, and that is why we are pleased to announce the introduction of the Ion Gray Smart Thermostat (TSTATIIEWF-01).

While the Ion Gray Smart Thermostat has plenty to offer homeowners, it's the dealer-focused benefits you will be excited about the most. Starting with our patent-pending installation design, we've taken dealer feedback and created a thermostat that's easy to install with tool-free wire connection at the staggered terminals. Once the backplate is mounted and wired, align the Smart Thermostat with the push pogo pins and "snap" it into place where mounting magnets hold it securely on the wall. Easily commission, configure, and test the thermostat using the FAST OEM Mobile Technician app. Lastly, with your customer's permission, you can remotely view thermostat data such as temperature, humidity, and system runtime on the FAST OEM Mobile Technician app to provide faster troubleshooting and more efficient service calls.



The Ion Gray Smart Thermostat is an intuitive, easy-to-use control that covers the basics. Connect it to the internet and homeowners have a programmable thermostat that can be accessed via a smart phone from virtually anywhere thanks to the Ion Gray Home app. It's like two thermostats in one – a smart, connected model for the tech-savvy homeowner, and a simple, easy-to-use thermostat for those more comfortable with wall-mounted operation.

Cool factor: The Ion Gray Smart Thermostat looks and acts like a higher-end model, starting with the capacitive touch buttons and a color-coded perimeter light. The perimeter light can tell homeowners with a quick glance whether their system is heating or cooling upon operation start. The Smart Thermostat can also integrate with most smart home systems.



International Comfort Products

650 Heil Quaker Avenue, Lewisburg, TN, 37091

©2024 Carrier – Confidential & Proprietary – Not for Further Distribution

Product Bulletin

Ordering Process

The Ion Gray Smart Thermostat is available to order through Finished Goods and may be ordered NOW. This model will be priced individually; however, you must order in a full-case quantity of 8. If you place an order, and it is not in a full-case quantity, the SAP ordering system will automatically round up so that you are at a full-case quantity. Please note that we will not round down, as we do not want to short order. First shipments to distributors will release early September.

New Connected Products Warranty

The Ion Gray Smart Thermostat will come with an automatic 2-year warranty out of the box. The warranty period is extended to 5 years when the thermostat is connected to Wi-Fi, the homeowner grants permissions to data sharing and registers the thermostat within 90 days of installation. Data sharing permissions apply only to system operation data – temperature set points, indoor temperature, humidity, system runtime and similar information. We do not collect or sell personal information, and we don't use data for targeted marketing.

Support Materials

The Ion Gray Smart Thermostat Dealer Sell Sheet (TST-002-(AQ/CM/HL/TS/AR/DN/KR)-00) is available to order now. Visit HVACpartners.com or the GoSites in the upcoming weeks for the release of additional support materials.

Program Support

The Ion Gray Smart Thermostat will be added to the Personal Use Program.

Customer Service

When homeowners have questions regarding the thermostat, they can call 1-800-458-6650.

International Comfort Products

650 Heil Quaker Avenue, Lewisburg, TN, 37091

©2024 Carrier – Confidential & Proprietary – Not for Further Distribution