Letter: **ST-016-2019**

Date: December 05, 2019

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, and Warranty Managers
              Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **Mobile Application Update - Version 1.7.6 – iOS13**

Product: S1-THXU280* and S1-THXU430W HX™ model thermostats

Summary: **This letter provides product mobile application resolution news concerning iOS 13 and the HX™ mobile application.**

Recently Apple updated their Apple iOS operating system. This update caused our Hx™ Thermostat mobile application not to function as originally designed. Specifically, users could create an account but were not able to complete the pairing process to the thermostat. Due to this, the thermostat could not be connected to a Wi-Fi network.

On 10/29/2019 Hx™ mobile application version 1.7.6 for iOS was released. This new release allows the user to pair and connect an HX™ thermostat to a Wi-Fi network as intended. New users will get the most recent version. Current users with an outdated version will need to manually update to 1.7.6. To accomplish the update follow the instructions below:

1 – Open the App Store on the mobile device.
2 – Search for "Hx thermostat."
3 – Select "Hx thermostat."
4 – Select the UPDATE icon.

If you have any questions on this feel free to call Ducted Systems Residential Technical Services at 1-877-874-7378 and speak with a technical support representative.

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