



## SERVICE AND APPLICATION NOTES

ACC-16-04  
Revised April 21, 2016

### **ComfortSense 5500, 7500 Residential and Commercial Back Plate Compatibility**

#### **AFFECTED PRODUCTS**

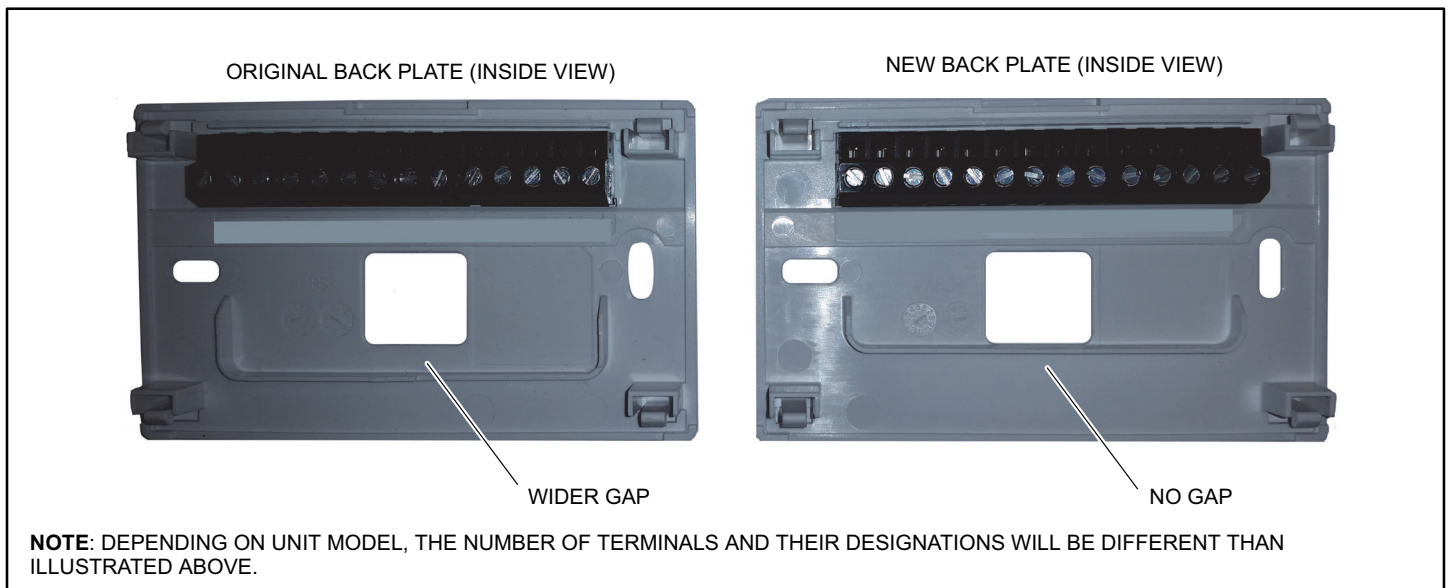
ComfortSense 5500 (13H13), 7500 Residential (13H14) and 7500 Commercial (13H15)

#### **ISSUE AND SOLUTION**

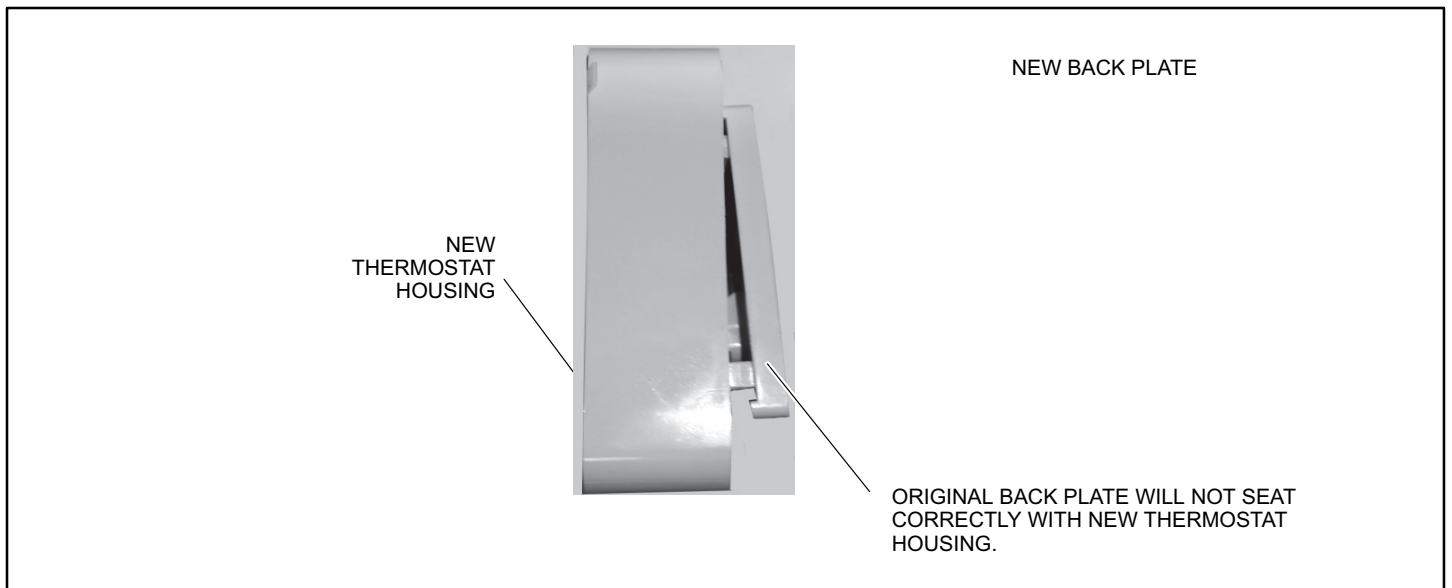
Due to recent changes in the reference thermostat housings, the new versions will not attach correctly to the original back plates. When replacing any of the above reference thermostat models, always use the back plate that is provided with the new unit. New housing design is effective starting with:

- ComfortSense 5500, back-plate change starting with serial number A216D00000 beginning with April 26, 2016 shipment. Middle house change starting with serial number A216D00000 beginning with April 26, 2016 shipment.
- ComfortSense 7500 Residential, back plate change starting with serial number A216C00001 beginning with April 5, 2016 shipment. Middle house change starting with serial number A216D00227 beginning with April 5, 2016 shipment.
- ComfortSense 7500 Commercial, serial number A216C00050 beginning with March 15, 2016 shipment. Middle house change starting with serial number A216D00000 beginning with April 19, 2016 shipment.

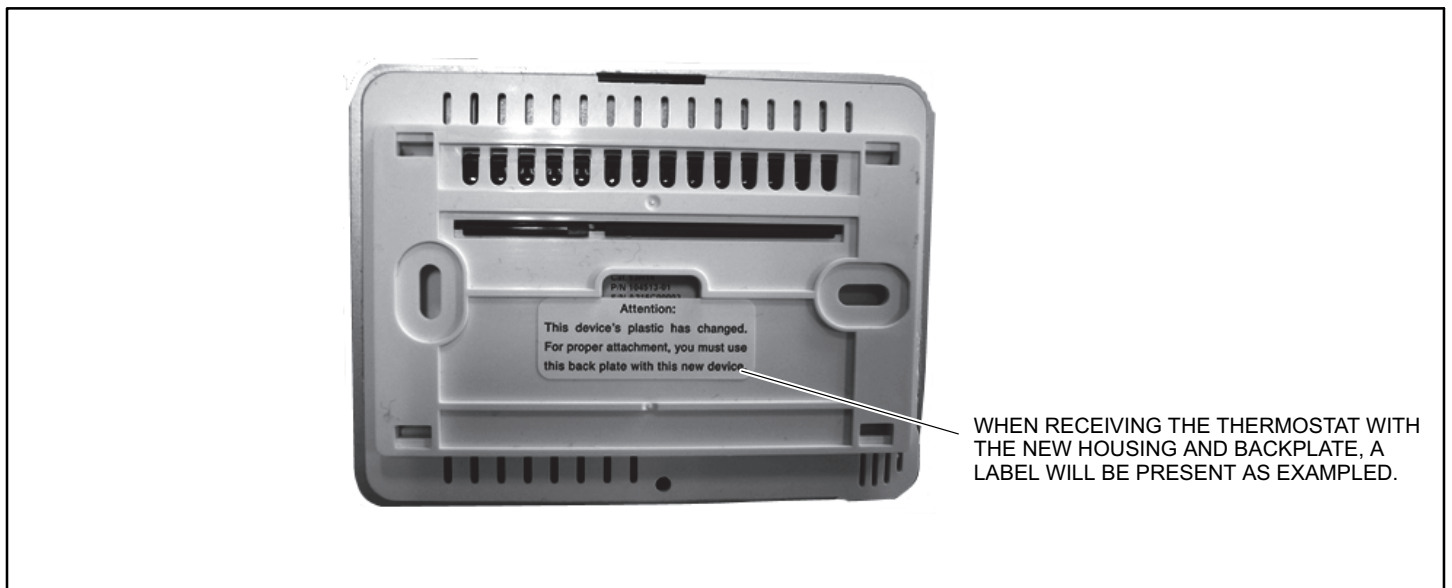
You can locate the revision information on the back of the thermostat housing.



**Figure 1. Back Plate Comparison**



**Figure 2. Improper Seating when using Original Back Plate**



**Figure 3. Special Labeling on New Back Plate (Outside View)**