

APPENDIX 1

COMPLAINT CHECKLIST FOR SMART AND TOUCH THERMOSTATS

1.1 FAULT INFORMATION:

Fault information			
Fault type	YES/NO		DAMAGE LOCATION (* please specify the exact location of the damage) - mandatory
Mechanical damage	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Electrical damage (e.g., overvoltage, short circuit)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Screen damage (np. black/visible pixels, white line)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
DETAILED DESCRIPTION OF THE FAULT CONTAINING AS MUCH INFORMATION AS POSSIBLE			

1.2 INSTALLATION INFORMATION AND FAULT TIMING:

INSTALLATION DATE [dd.mm.rrrr]:			
FAULT OCCURRENCE DATE [hour, dd.mm.rrrr]:			
WHEN DID THE ISSUE OCCUR?	YES/NO		COMMENT
During the first startup of the installation?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
During the next startup of the installation (beginning of the heating season)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
During the operation of the installation	<input type="checkbox"/> YES	<input type="checkbox"/> NO	

Revision history					
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1 / new document	M. Pajdo	A. Strójwas	A. Wysocka	07.04.2025	1/2

1.3 VERIFICATION OF ELECTRICAL CONNECTIONS

ERROR TYPE	YES/NO		COMMENT
Are all wires connected	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Were the wires screwed on with too much force (for example visible deformation of screw connector)?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Is voltage indicated on the power supply?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Are the pins connecting the two parts of thermostat damaged/bent/torn out?	<input type="checkbox"/> YES	<input type="checkbox"/> NIE	

1.4 VERIFICATION OF POTENTIAL INSTALLATION/SETTINGS ERRORS:

VERIFY	YES/NO		*FINDINGS/COMMENT – mandatory
Does the power supply to the thermostat comply with the requirements (min/max supply voltage, voltage spikes, etc.)?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Could the installation environment (temperature, humidity and mechanical influence) have had a negative impact on the thermostat's performance?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Is the thermostat installed according to installation guide (correct height, away from window/door etc.)	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
As part of the problem analysis, has the thermostat been reset to factory settings?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Was the correct temperature sensor selected during thermostat configuration?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Is the „Child lock” function activated?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
What are the minimum and maximum temperatures set?			Min. floor temp:°C Maks. floor temp:°C
Were any modifications made to the Wifi network before the fault occurred? Changed Access Point, changed SSID password or other settings?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	

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