

# Building Control Systems



February 13, 2014

customer.honeywell.com

**TO:** Authorized Systems Distributors  
Commercial Controls Distributors  
Honeywell Sales Representatives

**FROM:** Gabriel Sveen, Product Marketing Specialist

**SUBJECT:** T775 Remote Temp Controller Quality Alert – Sensor Calibration issues

**BULLETIN:** 14-0004

## Quality Alert on the T775 Remote Temperature Controllers

Honeywell is issuing a quality alert regarding the T775 Remote Temperature Controller product line. During factory calibration, a limited number of T775s were incorrectly calibrated. The result was incorrect temperature readings on the Sensor A input. The Sensor B input is calibrated correctly and can be used instead of Sensor A if only one sensor is needed.



**Note:** Upon initial installation, the temperature reading deviation on Sensor A would typically be greater than a 50 degree deviation from the room temperature and be readily apparent to the installer.

Products which have not been used can be returned to Honeywell or scrapped in the field. If you are returning the product, please be sure to include the controller with sensors.

### How to Determine if You Have an Affected Unit

The affected T775 units start with date code 1314. The date code is the first 4 digits of the serial number, which is located under the barcode as shown. Only a small percentage of the T775s are affected. The product and serial numbers of the affected units are listed in the [attached](#) document.

Any affected T775 Remote Temp Controllers currently within the warranty period can be returned under normal warranty.

You can submit a warranty return by logging into [Customer.Honeywell.com](http://Customer.Honeywell.com) then navigating to the Order Center, then Warranty Returns location. When filling out the warranty return on-line, please enter each unit as a separate line and enter 'T775 Calibration' and the units serial number into the Field labeled 'Other Reason'. Units are in stock for immediate replacement.



If an affected T775 is outside of the warranty period, please call Customer Care to submit an RMA and provide them the serial number of the product(s) affected

### Customer Care:

U.S. 888-793-8193

CAN 800-565-6282