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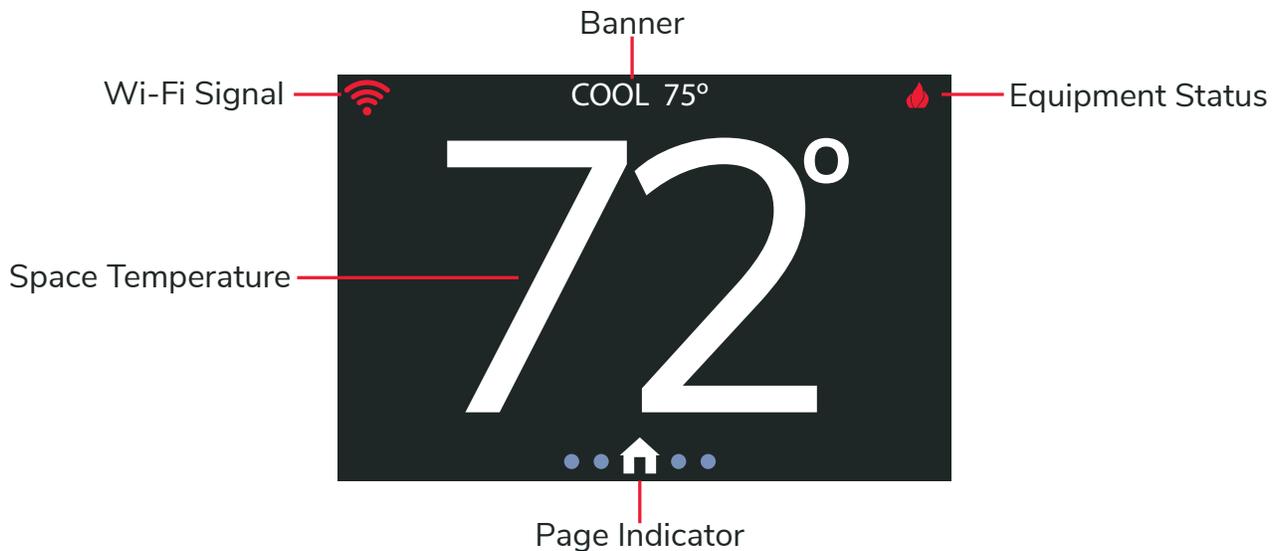


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Getting Started

iGate Connect Thermostat Basics



Home Screen

Page Indicator — Either swipe left or right or tap the dots to navigate between HOME screen, SETPOINT screen, MODE screen, FAN screen or SETTINGS screen. The white dot indicates the page you are on.

- Pressing anywhere on the screen, other than the active icons described below, will activate an animated SWIPE indicator on the screen.

Space Temperature — The center portion of the screen displays the sensed space temperature, in whole numbers only. Default temperature units is Fahrenheit. Navigate to the SETTINGS screen to change to Celsius.

Banner — Press the center of the scrolling Banner to switch to the screen indicated by the displayed text. The Banner scrolls through the screen options every 3 seconds. The Banner may also be swiped left or right to navigate through the options.

NOTE: On the thermostat itself, you can select those screen options on the SYSTEM SETTINGS > BANNER screen.

Wi-Fi Signal

-  The number of green bars indicate the signal strength.
-  Red indicates it is not connected to a router.
-  Pressing the Wi-Fi icon displays a screen with connectivity details.
-  Blue indicates an over the air update is in progress.

Equipment Status — The equipment status icon flashes when there is a call for heating or cooling.

- Tapping the Fan mode/operation  icon will display the FAN screen.
- Tapping the Electric Heat  Compressor Heat , or Cool  icons displays the MODE screen.

Swiping

Swipe left or right to navigate from screen to screen.

IDLE Screen



This screen displays temperature when the thermostat is idle. To reach the HOME Screen, tap anywhere on the screen.

About Your iGate Connect Thermostat

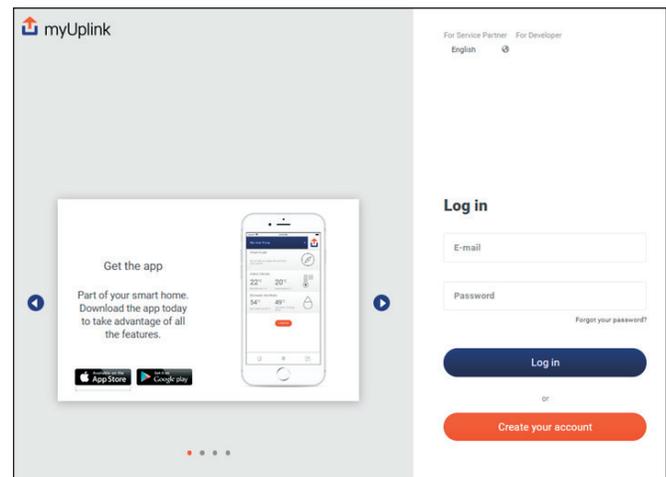
Power Requirements	24 VAC +/- 10% @ 3 VA	
Network Requirements	Wi-Fi connectivity supports Wi-Fi 802.11 a/b/g/n standards on 2.4 GHz networks	
Environmental Operating Range	32° to 104°F (0° to 40°C), 10 to 95% relative humidity, non-condensing	
Mounting	Standard 4x2-in. electrical box using the 6-32 x 1/2" mounting screws provided	
Overall Dimensions	Width:	5.13 in. (130 mm)
	Height:	3.23 in. (82 mm)
	Depth:	0.93 in. (24 mm)
Listed By	FCC Part 15, Subpart J compliant	

Connecting to the Internet

Creating a myUplink Portal Account

NOTE: Ensure your mobile device is updated before proceeding. myUplink is supported on the latest version of Android, iOS, and the last two major versions of each operating system. Some older devices and operating systems may not be supported.

Visit <https://myuplink.com/login> to begin or download myUplink mobile app from your app store.



Accept Cookies

When first opening the page, the message on use of cookies will appear. Press the "Accept Cookies" button to clear the message.



Language Selection

Select a language in the language drop-down menu.

Select "Create Your Account" to begin.

Enter your email and password. Read and accept the Terms of Service and Privacy Policy.

Passwords must be 8-128 characters long with upper- and lower-case letters, numbers and symbols.

- at least 1 uppercase character (A-Z)
- at least 1 lowercase character (a-z)
- at least 1 digit (0-9)
- symbols are allowed, but not required
- not more than 2 identical characters in a row (e.g., 111 not allowed)

Enter the required information then press "Next"

You will receive a confirmation email at the address provided.

Press the "Log In" button to return to the myUplink – HOME screen.

After Confirming your email address, you will be able to log in to myUplink.

Log In

Enter the email address and password then press the "Log In" button to open your myUplink account.

Setting Up Wi-Fi and Connecting to your myUplink account

Supports 802.11 a/b/g/n standards.



Configure Wi-Fi from Your Mobile Device

If connecting your first device to myUplink, tap the orange "Add System" button on the myUplink app. If this is not your first device, tap the green banner at the top of the screen and tap "Add System" in the drop-down menu.

If your device is already connected to Wi-Fi, press "Yes, scan for device" button and skip to the section *Add Thermostat to myUplink Account* (page 5).

If your device is not connected to Wi-Fi, press "No, setup the device" button.

Press the red Wi-Fi button on the top left of the thermostat display.



Scan the QR code shown on the thermostat display using the myUplink app on your mobile device.

The mobile app will scan for all available Wi-Fi networks. Tap the name of the network you wish the thermostat to join.

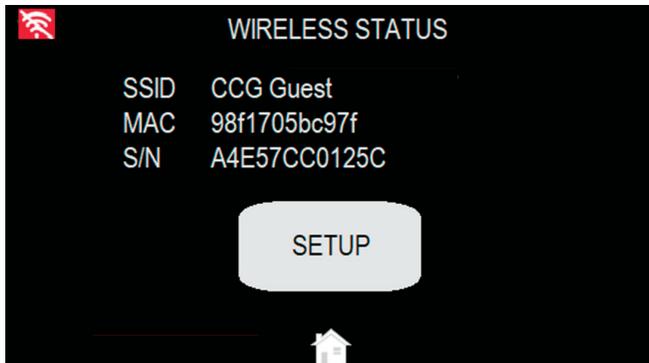
Enter the network password and tap



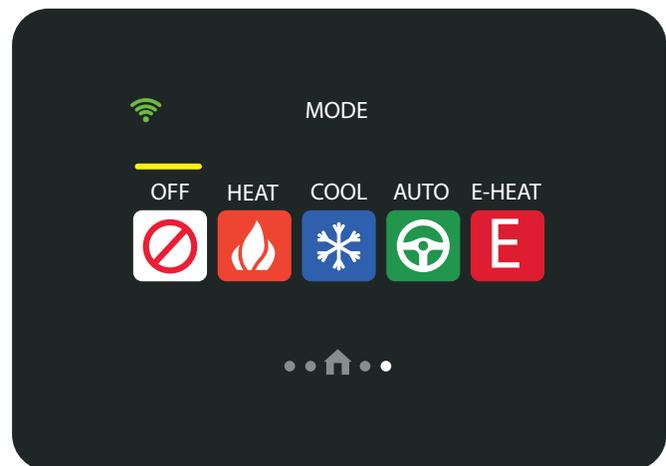
“Connect”.

Configure Wi-Fi from the Thermostat

- In the top-left corner of the thermostat display, press the red Wi-Fi icon
- Press the SETUP button.
- From the list of discovered Wi-Fi routers, select the desired router for configuration
- Enter the wireless credentials for the Wi-Fi router.

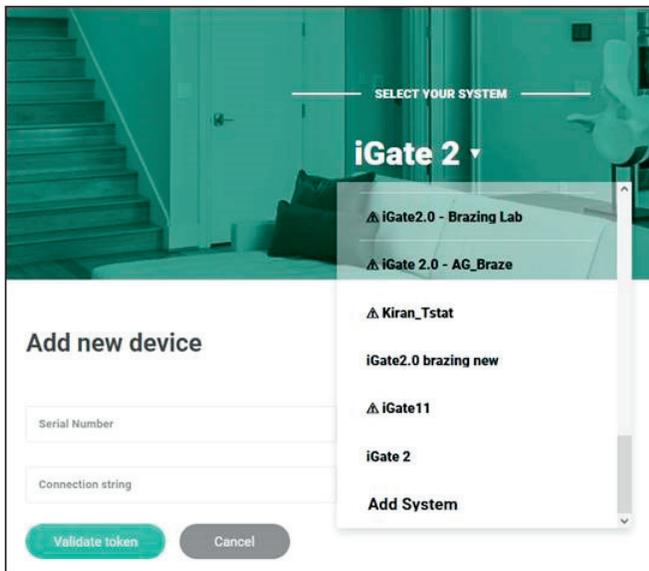


Using your iGate Connect Thermostat MODE Screen



Add Thermostat to myUplink Account

From the SELECT YOUR SYSTEM drop down in the middle of the page, select "Add System".



The Serial Number and Connection Token can be accessed from the thermostat display by pressing the Wi-Fi Status icon (top-left of the banner).

Use this screen to view and change the current MODE, choices are:

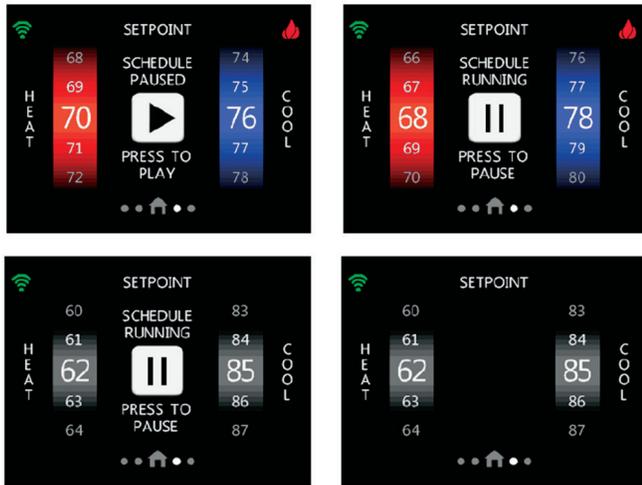
- OFF
- HEAT
- COOL
- AUTO
- E- HEAT

NOTE: The horizontal yellow bar always appears above the current mode. The thermostat does not change until the newly selected MODE has been on for at least 10 seconds.

EXAMPLE:

There may be a delay switching modes from HEAT to COOL as the minimum on and off timers are fulfilled. Going from any HEAT or COOL to OFF shuts off any active equipment after the 10 second delay.

SETPOINT Screen



Use this screen to view, adjust, or hold heat and cool setpoints. Use the wheels to adjust setpoints. Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by 1 increment.

There are two different buttons that can appear in the center of this screen. Press to switch buttons and functions.

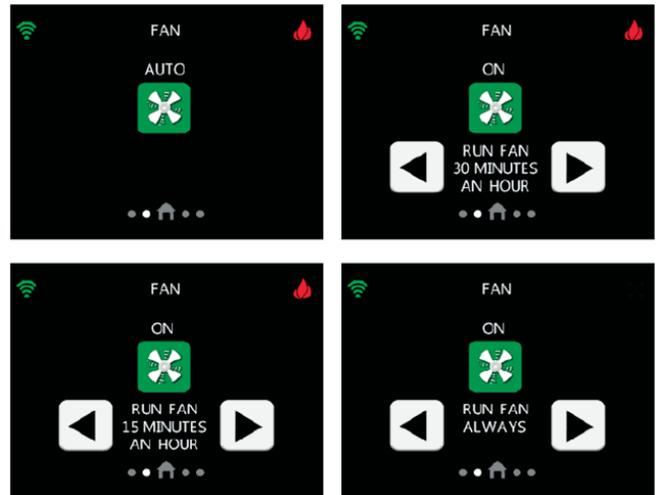
- OCCUPIED/UNOCCUPIED button (commercial applications only).
- PLAY/PAUSE button allows you to either play (use as is) or alter the program schedule. (residential applications only)
- Text above the button is the current state.
- Text beneath the button is what will happen when the button is pressed.

If the schedule is running, the Occupancy button and the text will display whether the schedule is currently running OCCUPIED or UNOCCUPIED setpoints. Press the button to switch heat and/or cool setpoints between Occupied and Unoccupied settings and then the Occupancy button changes to the PLAY button.

When the schedule is not running, the text above the Play button says OCCUPIED if the heat and cool setpoints are the same as the OCCUPIED setpoints or UNOCCUPIED if the heat and cool setpoints match the UNOCCUPIED setpoints. If neither is true, HOLD displays. When the schedule is paused, the remaining hold time shows in the lower right corner.

Commercial Screen has a Schedule pause button.

FAN Screen



Configure the supply fan for ON or AUTO, in either occupied or unoccupied mode.

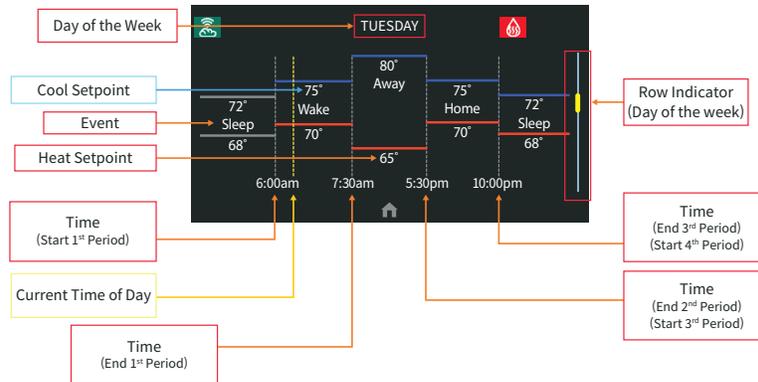
- **ON** – Fan runs continuously regardless of demand. Options are to run the fan for: 15 min, 30 min, 45 min, per hour or always.
- **AUTO** – Fan cycles with heat or cool demand or if there is a demand for humidification or dehumidification.

Use this screen to adjust fan operation. The default setting for fan operation is AUTO for both OCCUPIED and UNOCCUPIED periods. When operating in AUTO MODE, the fan only runs when there is an active heating or cooling demand. When you select ON, the fan runs continuously, except during the BLOWER ON DELAY when a heat cycle is starting. There is a 30-second minimum on/off timer when changing the FAN MODE.

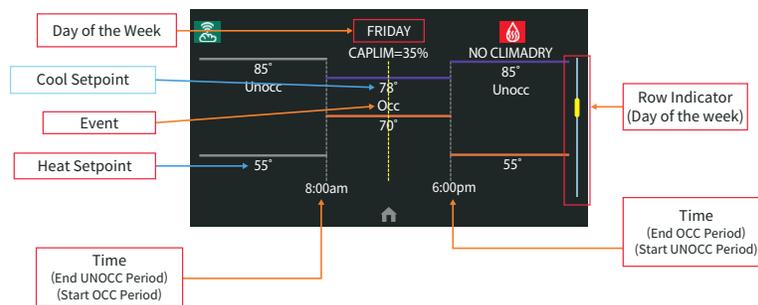
These selections are not available if the thermostat has been configured for non-programmable operation. To enter Programmable mode, press and hold the FAN screen for 5 seconds.

PROGRAM

Residential Program Schedule



Commercial Program Schedule



If programmable mode is enabled, you can only view the program schedule on this screen on the thermostat.

To view the Program Schedule, Select the “Program”  button from the Settings Screen.

You cannot adjust the schedule or setpoints. Permanent program schedule changes require the myUplink app. Making temporary changes or pausing the program schedule are outlined in *Schedule Section* (page 14).

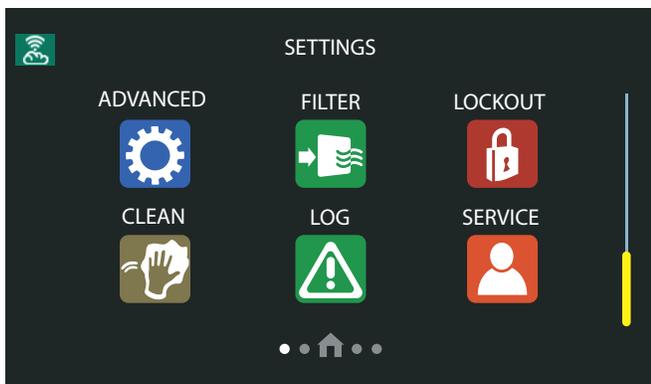
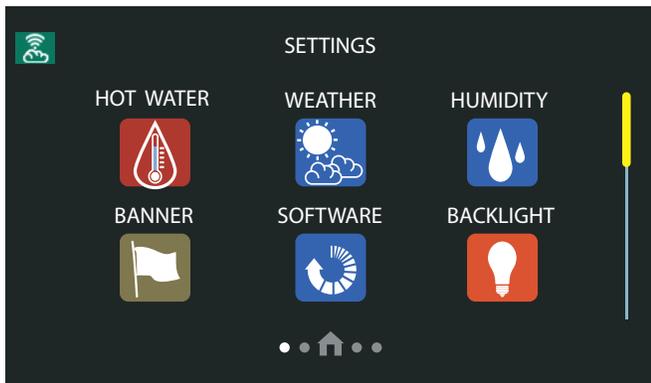
The top center of the screen displays the program schedule day of the week. Swipe up or down to move from one day to the next on the program schedule. The vertical yellow Row Indicator moves up and down at the same time.

- The cool setpoints are shown above the blue horizontal lines, for each of the 4 programmable periods of the day (up to 3 occupied periods and 1 unoccupied period, if configured).
- The heating setpoints are shown below the horizontal red lines, for each of the 4 programmable periods of the day.
- Occupied and Unoccupied icons display at the top of each period.
- The vertical dashed lines separate the program time changes throughout the day.
- The times at the bottom of the dashed lines show the schedule.
- The vertical yellow dashed line displays the current time of day.
- A short horizontal yellow dashed line depicts the current measured space temperature.
- Thermostat only: yellow vertical line displays current time of day.
- The yellow lines display only when viewing the current day of the week.

VACATION

This screen displays the current year's holiday schedule. On a holiday, the setpoints for the first **UNOCCUPIED/ AWAY** time range are used for the entire day. Scroll the vertical yellow Row Indicator to see more holidays.

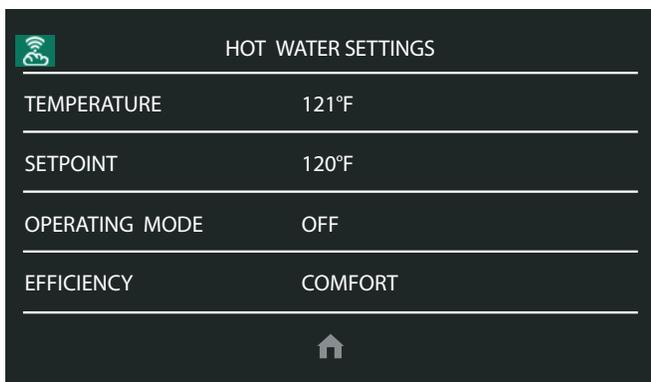
SETTINGS Screen



The yellow Row Indicator at the right side of the screen indicates the current location in the list of advanced settings options. Swipe up or down to navigate through options and then tap to select one.

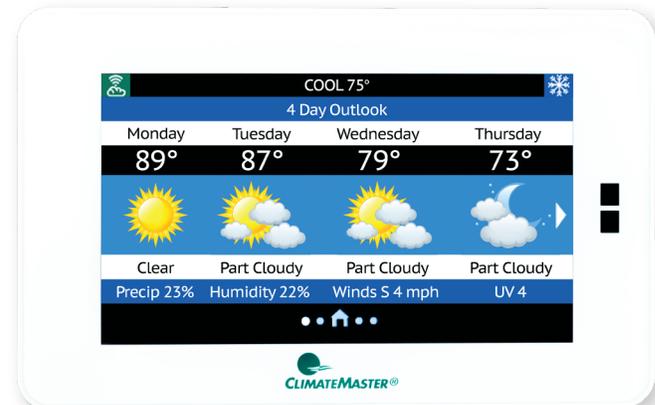
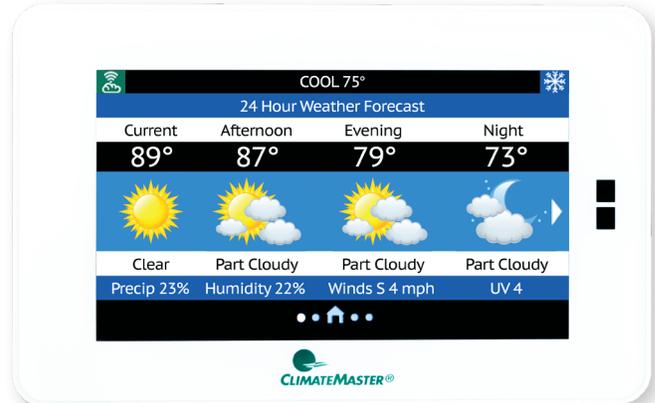
Swipe on any of the SYSTEM SETTINGS sub-screens to return to the SYSTEM SETTINGS main screen.

HOT WATER Screen



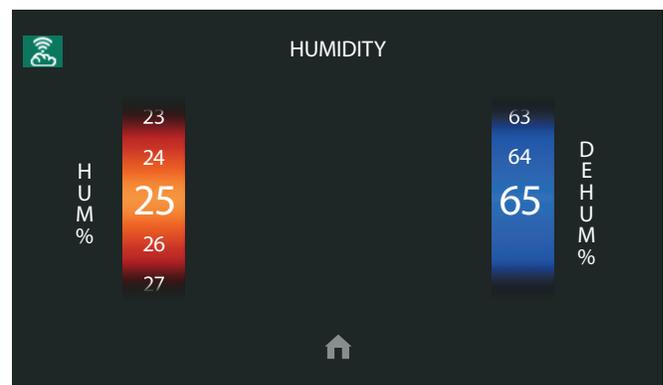
Tap the value to adjust the hot water setting shown.

WEATHER Screen



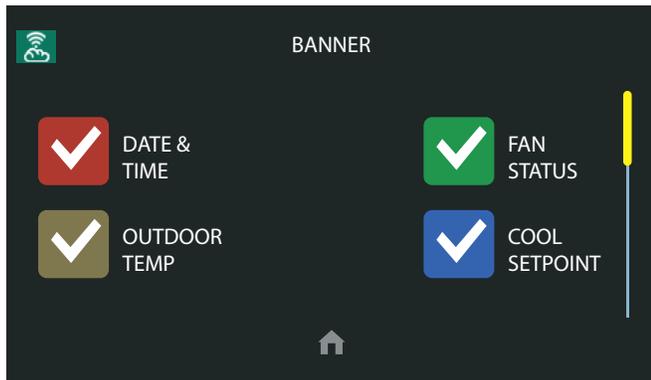
Displays the 24-hour or 4-day weather forecast for the registered location of the thermostat.

HUMIDITY Screen



When enabled, scroll the wheels to set the Humidification percentage for heating and the dehumidification setting for cooling. Use the wheels to adjust setpoints. Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by 1 increment.

BANNER Screen



The Banner Screen allows the user to choose which options are in the list that scrolls through the banner location. Use the Yellow Scroll Bar on the right to access more options.

Press the center of the scrolling Banner to switch to the screen indicated by the text. You can swipe the banner to change options, or, every 3 seconds a different screen name scrolls across the top that you can navigate to.

On the thermostat itself, you can select which screens you want on the Banner by pressing the buttons to check the ones you want and then uncheck the ones you do not want.

The default screens are:

- DATE & TIME
- FAN STATUS
- OUTDOOR TEMP
- COOL SETPOINT
- HUMIDITY
- HEAT SETPOINT

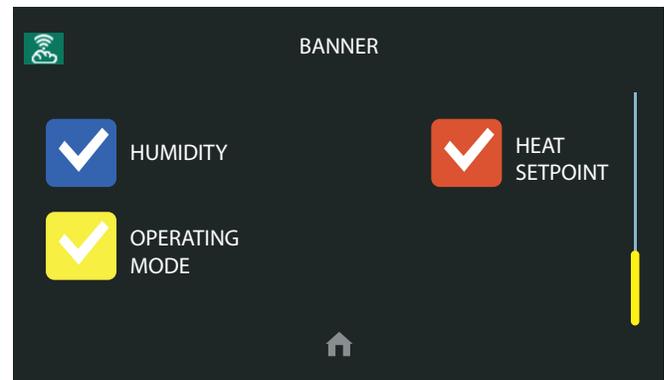
DATE and TIME

On this screen, scroll or tap the Orange Hour wheel or Blue Minute wheel to adjust the date and time on the thermostat.

Switch to the **Date Adjust** screen and the **Time Adjust** screen using the green icon button at the right side of the screen. Scroll or tap the Orange Month wheel or Blue Day wheel.

Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by 1 increment.

When the thermostat is first registered and connected to a Wi-Fi router, both the date and time are synced with the server (based on the location of the phone/tablet used to connect the thermostat to a router or based on the ISP location if a computer is used to connect the thermostat to a router). The time and date are synced at the top of each hour automatically, unless the **Sync Time To Server** option in the **SETTINGS > ADVANCED** screen is set to **NO**.



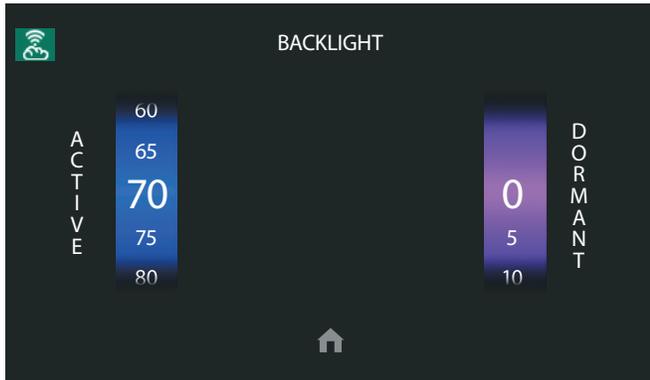
SOFTWARE Screen



This screen Displays the Software version installed on the thermostat and serial number of the thermostat.

- Thermostats connected to Wi-Fi will receive the software notification and update automatically.

BACKLIGHT Screen



Scroll the wheels to set the screen brightness when active and when dormant.

BACKLIGHT — Use to change the backlight intensity in Active and Dormant modes.

- The blue Active Backlight wheel adjusts the backlight intensity from 10% to 100%, (75% is the default and recommended) when the thermostat is in an active state (being accessed or viewed by the end user).
- The purple Dormant Backlight wheel adjusts backlight intensity from 0% to 25%, (25% is the default and recommended) when the thermostat is in a dormant state (not being viewed or adjusted by the end user).

Drag a wheel up or down or tap the top or bottom of the wheel to increase or decrease by 1 increment.

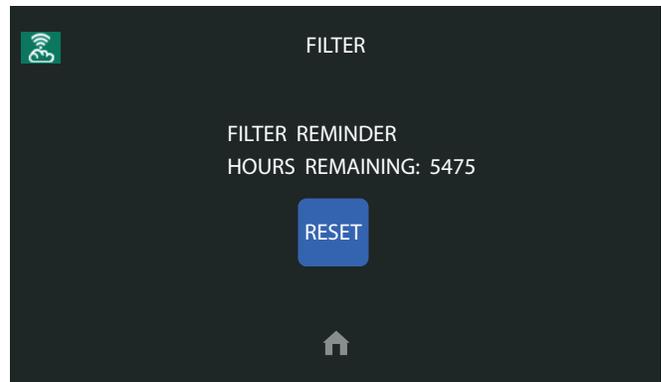
ADVANCED SETTINGS

Use the advanced options on the Advanced Settings screens to configure and setup your system, change, and view options.



Some of the Advanced Settings are only available from the thermostat. Press a button or scroll the vertical yellow Row Indicator to see more buttons. When a button is pressed, the corresponding screen appears where you can view status and make adjustments. Use the Yellow Scroll Bar on the right to access more options.

FILTER Screen

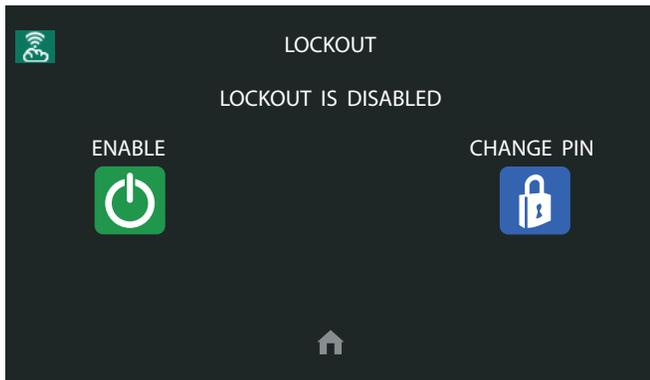


This screen displays the remaining time before a filter change is required. When filters are changed, press the “Reset” button to restart the timer.

FILTER STATUS is based on the supply fan runtime, which can be configured from 500 to 15,000 hours. A filter status alert displays when the filter timer exceeds the configured number of hours. Press the alert to see the message.

Use to reset the **FILTER ALERT** and see the **FILTER RESET REMINDER** timer information. Press the **RESET** button to reset the timer to its configured value in the Advanced Settings.

LOCKOUT/PIN Screen



If desired, the user can require a pin to make the changes to the settings of the thermostat. Use the “Change Pin” button to set the access code. Use the enable button to lock the settings.

NOTE: Some Advanced Settings are only available on the thermostat itself, not the app or web.

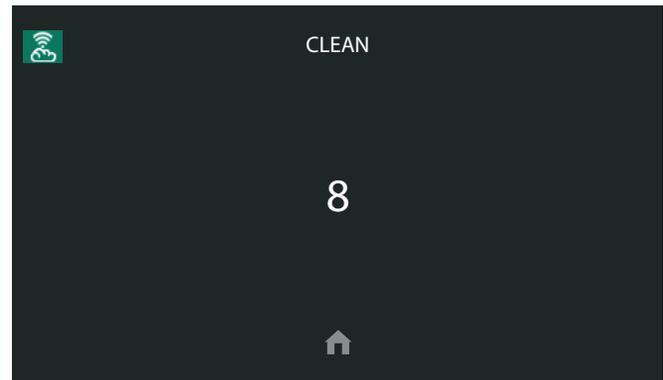
If applicable, enter the 4-digit security PIN code to open the Advanced Settings screen.

This feature locks out unauthorized changes made on the touchscreen. All touch interaction is locked out without the unlock code. After 5 failed attempts, a notification (fault) is sent to the registered owner of the thermostat through Wi-Fi. More unlock attempts are blocked for 15 minutes.

To set up a new PIN or change the current PIN, select the ENABLE button or the CHANGE PIN button, which displays on the SET PIN screen. If the thermostat does not already have a PIN, the CHANGE PIN button cannot be used.

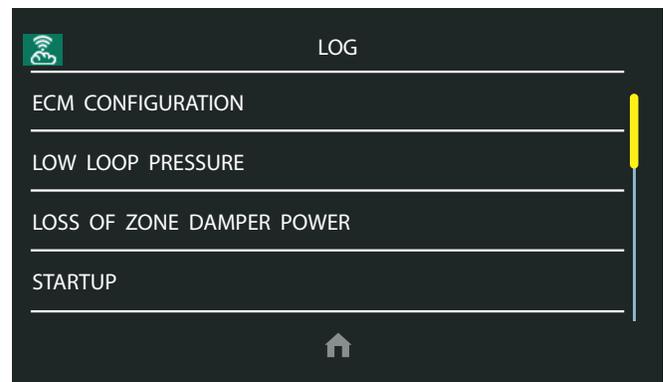
On the SET PIN screen, use the 4 blue-digit PIN wheels to set the PIN. Set the 4-digit PIN and press the orange Save button to save the PIN and return to the Lockout Screen. Press the DISABLE button to cancel the LOCKOUT function and reset the PIN to 0000. The default is 0000 and the range is 0001 to 9999.

CLEANING the iGate Connect Thermostat



Stops touchscreen interaction for 10 seconds to allow cleaning the screen with a dry nonabrasive cloth. A 10-second countdown shows on the CLEAN screen and then the thermostat resumes normal operation.

LOG Screen



The Log Screen tracks faults to be used by service personnel when repairing the unit.

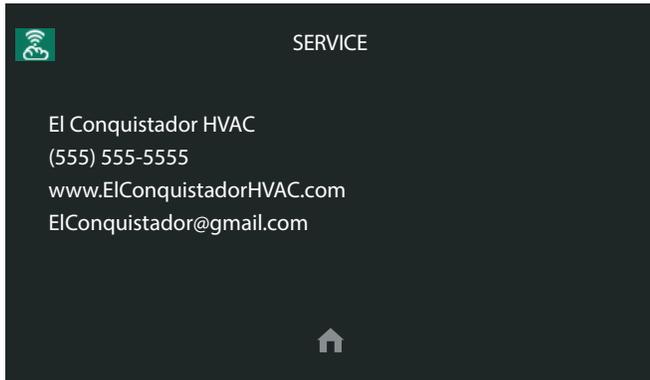
This screen can be used to view software update history, fault history, and system events. Swipe up or down on the vertical yellow Row Indicator to scroll through logged events.

The log includes:

- STARTUP
- SOFTWARE UPDATE EVENTS
- POWER CYCLE EVENTS
- PARAMETER OUT-OF-RANGE EVENTS
- SERVER CONNECTIVITY EVENTS
- NON-VOLATILE MEMORY FAULTS
- TEMPERATURE FAULTS

The list displays the 5 most recent logged events, with the most recent at the top. The last line in the list includes the RESET LOG command to clear the list.

SERVICE Screen



The Service Screen displays the contact information of the service company associated with the unit.

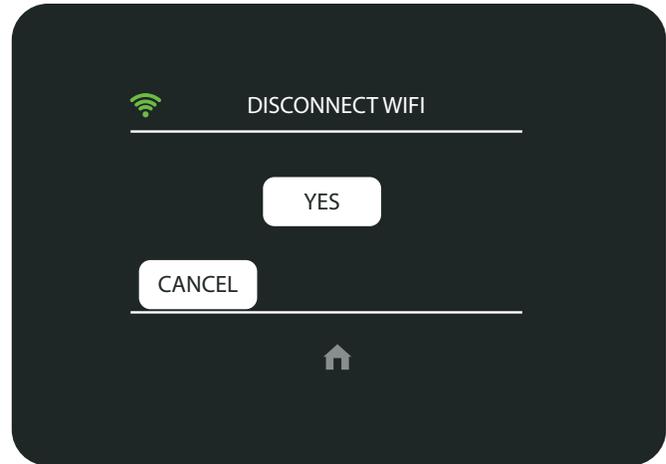
Displays the dealer/installer service contact information. This information is editable using the mobile app, LAN mode transfer and Wi-Fi transfer.

What To Do if You Move

Disconnect Wi-Fi

The Disconnect Wi-Fi option provides a means to disconnect the thermostat from the Wi-Fi network until it is setup again.

1. On the thermostat, not a mobile device, swipe the HOME screen twice to the left to navigate to the MODE screen and ensure the MODE is OFF.
NOTE: The yellow line above a button indicates it is the current MODE.
2. Swipe to go to the FAN screen and then press and hold the Fan Button for 5 seconds to get to the SYSTEM SETTINGS screen.
NOTE: The SYSTEM SETTINGS screen can ONLY be accessed from the thermostat itself, not the app or web.
3. Scroll down to DISCONNECT Wi-Fi.
CAUTION: Disconnecting the Wi-Fi requires setting up the Connect Thermostat using the Connect mobile application.
4. Select YES.
6. See the section of this guide titled *Setting Up Wi-Fi and Connecting to your myUplink Account* (page 4). Follow the instructions within the app.



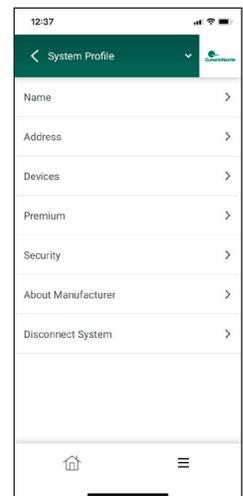
If the thermostat is disconnected from a router, the thermostat will automatically enable soft access point mode (SSID - CLM-tstat-XXXX, where XXXX represents the last 4 digits of the thermostat serial number) for 10 minutes.

Pressing the YES button will disconnect the thermostat from the Wi-Fi network.

Pressing the CANCEL button will navigate back to the System Settings screen.

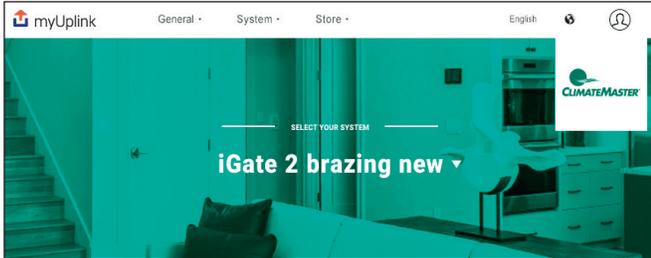
Removing Thermostat from myUplink Account

1. Log in to your myUplink account from either the web portal or mobile app.
2. Access the System Profile from the System menu (web) or 3-bar menu (mobile).
3. Select Delete (web) or Disconnect System (mobile).
4. Select the red Disconnect button

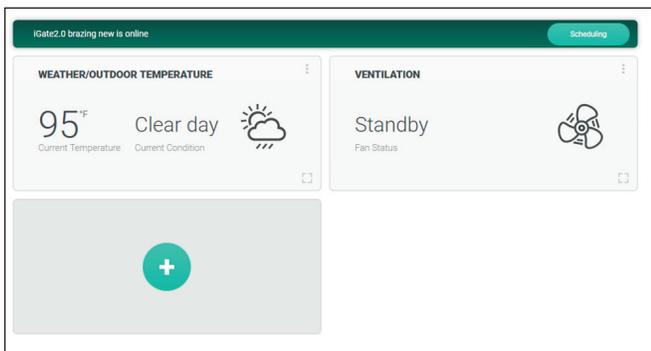


Using myUplink

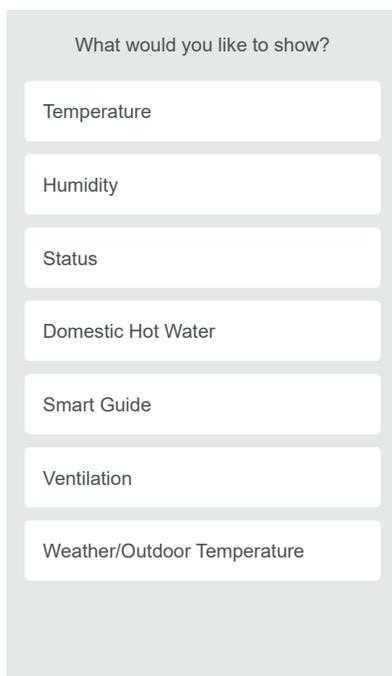
Access the myUplink site by visiting <https://myuplink.com/login> and logging in with your username and password.



Select your system from the drop-down list. The home page will display the Thermostat Dashboard.

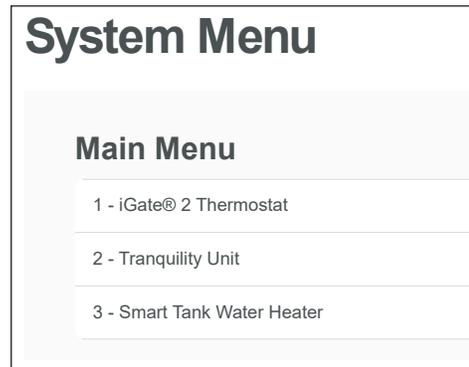


Press the **+** button to add additional tiles to the dashboard. Click on the tile you would like to display. Configure any options for that tile and press Submit to add to the dashboard.

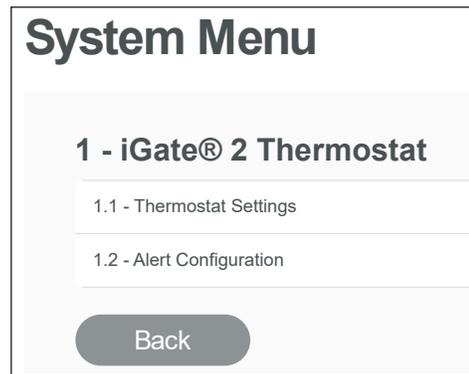


System Menu

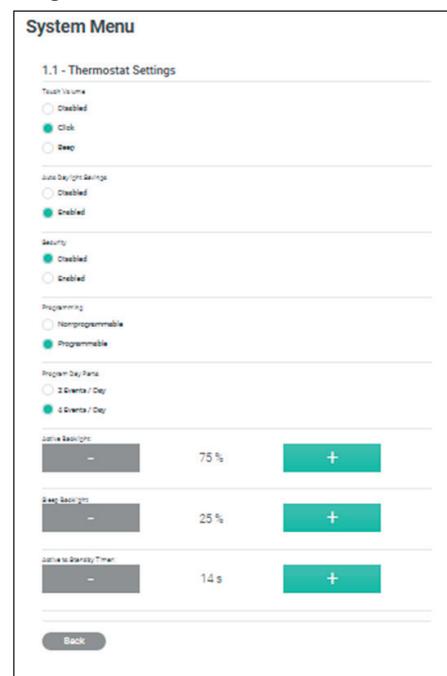
From the Top Menu Select System > Main menu.



Select **1** – iGate 2 Communicating (AWC) Thermostat to view thermostat settings and alerts.



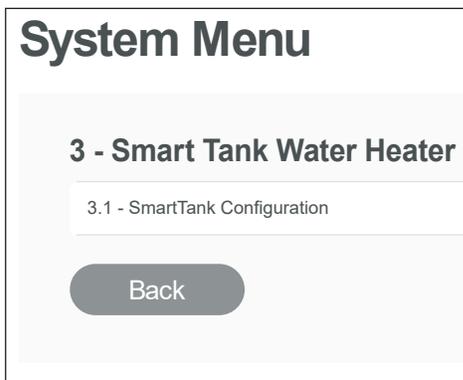
Select **1.1** – Thermostat Settings to Enable/Disable or adjust settings for the thermostat.



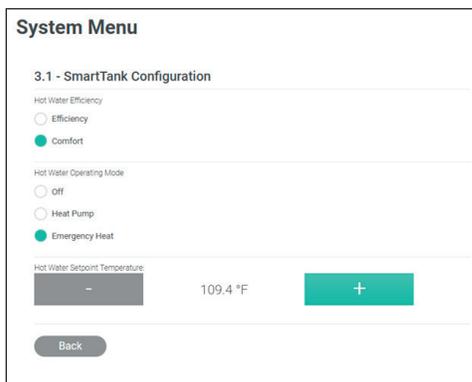
Select 1.2 – Alert Configuration to Adjust the filter reminder.



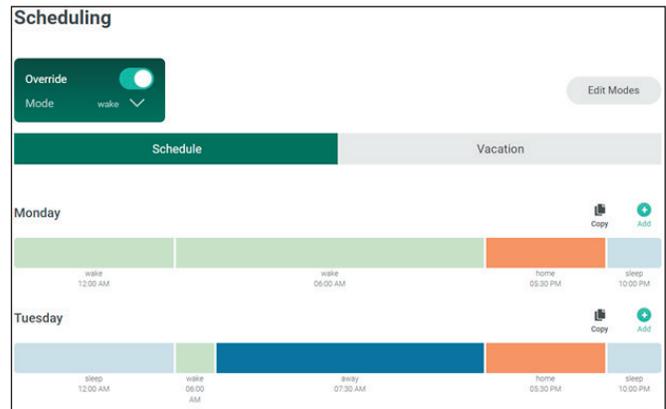
Select 3 – Smart Tank Water Heater to adjust Water Heater Settings.



Select 3.1 – SmartTank Configuration to change settings and setpoints.



Schedule



From the Dashboard, select “Schedule” to view and adjust Schedule.

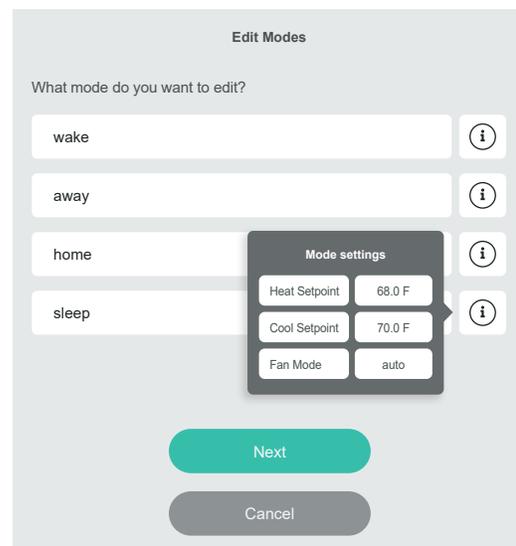
Creating Your Weekly Schedule

Select Edit Modes to adjust setpoint and timing of the schedule modes.

- Occupied/Unoccupied for Commercial settings.
- Wake/Away/Home/Sleep for Residential settings.

Hover over the  symbol to view the current setpoints for the mode. Select the items in the mode you would like to edit and Press “Next”.

Residential Program Schedule



Commercial Program Schedule

Edit Modes

What mode do you want to edit?

occupied

unoccupied

Mode settings

Heat Setpoint 55.0 F

Cool Setpoint 85.0 F

Fan Mode Auto

Heat Setpoint 0

Edit Modes

Which items would you like to include in this mode?

Heat Setpoint

Cool Setpoint

Fan Mode

Demand Reduction

Adjust the settings as needed and Save.

Edit Modes

Settings

Heat Setpoint 55°F

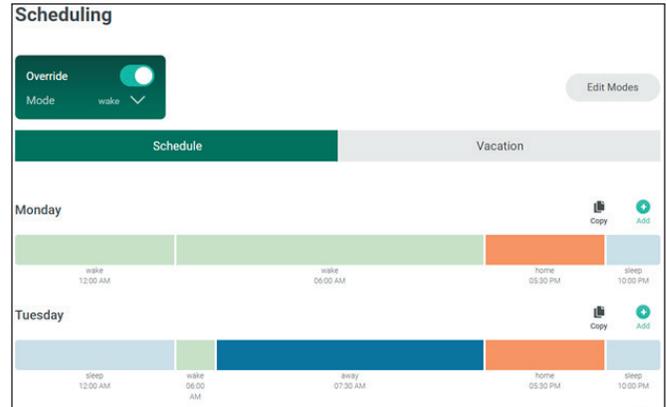
Cool Setpoint 85°F

Fan Mode Auto

Demand Reduction None

Changes to mode setting affect all scheduled items using this mode.

Using the Weekly Schedule Editor



To Add a schedule mode to a day, Click “Add”. Select the Mode and Start Time and Save.

Create Event

What mode do you want to plan?

wake

away

home

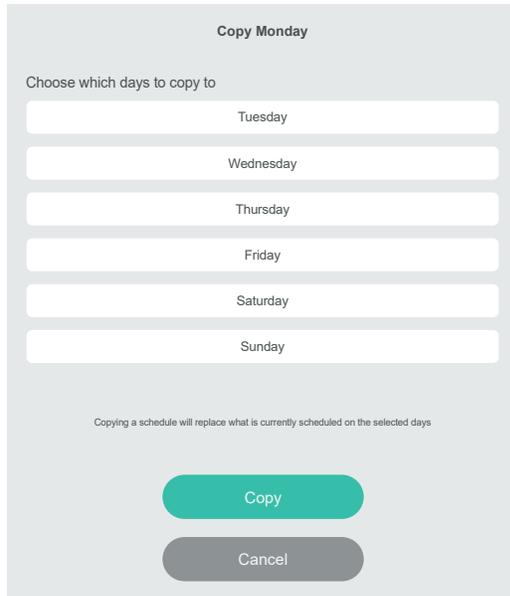
sleep

Create Event

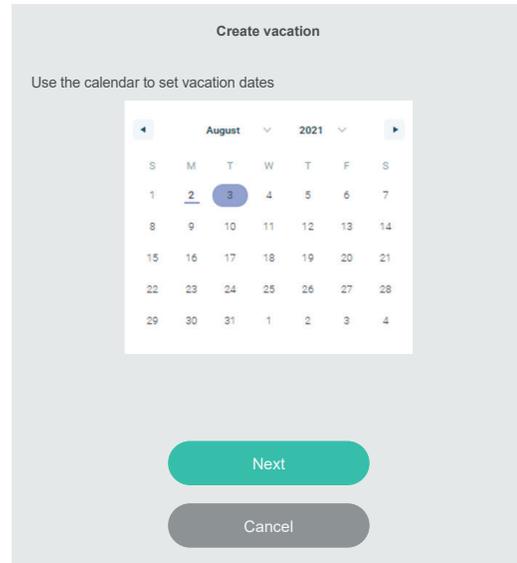
What time do you want this mode to start?

12 AM 00

To copy a day's program to a different day, select "Copy". Choose the days to apply the schedule to, and press "Copy".

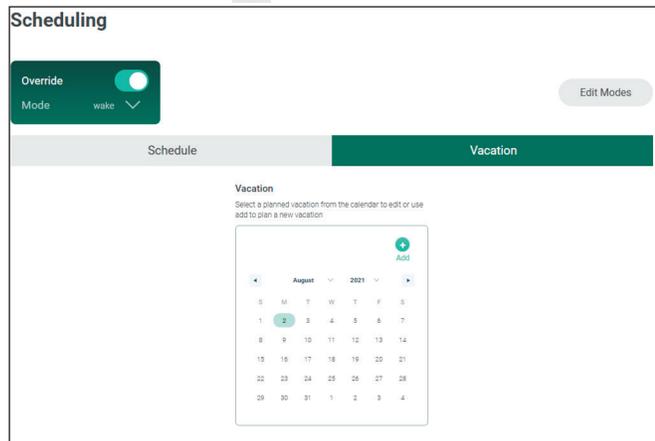


Select the dates you will be away and Select "Next". Choose the mode to be used during the vacation and click "Create".

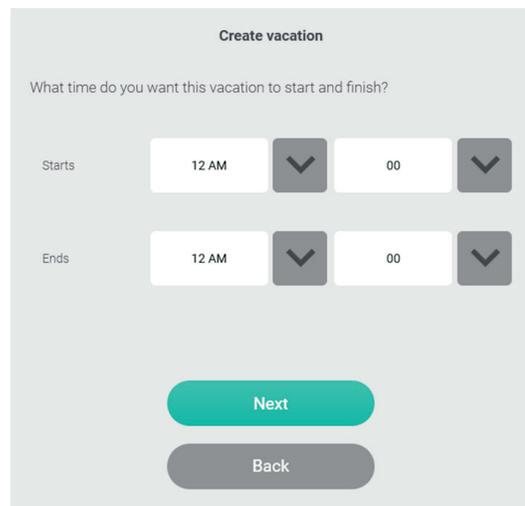


Scheduling a Vacation

Select "Vacation" to view and edit the scheduled vacations. Click the  button to add vacation days.



Set the Time to begin and end the vacation. Click "Next". Select the mode to be used and select "Create".



Residential Applications

Create vacation

Select scheduled mode

wake	
away	
home	
sleep	

Create

Cancel

Commercial Applications

Create vacation

Select scheduled mode

occupied	
unoccupied	

Create

Cancel

<p style="text-align: center;">FAULTS</p> <p>The following Fault messages are displayed and logged in the banner during the fault condition and then sent to the Cloud Server.</p>	<p style="text-align: center;">CONDITION</p>
ID TEMP SENSOR HIGH	Temperature reading > 122°F
ID TEMP SENSOR LOW	<ul style="list-style-type: none"> • Temperature reading = 0 • Reading not available
REMOTE SENSOR HIGH	Remote temperature > 122°F NOTE Displayed only if REMOTE SENSOR is set to INDOOR or AVERAGE
REMOTE SENSOR LOW	Remote temperature = 0 NOTE Displayed only if REMOTE SENSOR is set to INDOOR or AVERAGE
HUM TEMP SENSOR HIGH	Humidity sensor temperature > 122°F NOTE Displayed only if using humidity temperature as a backup source during a fault condition with the primary temperature sensor.
HUM TEMP SENSOR LOW	Humidity sensor temperature = 0 NOTE Displayed only if using humidity temperature as a backup source during a fault condition with the primary temperature sensor.
ID TEMP RANGE HIGH	Indoor temperature is > 99.0°F
ID TEMP RANGE LOW	Indoor temperature is < 40.0°F
HUM SENSOR FAILURE	Any of the following: <ul style="list-style-type: none"> • Humidity sensor timed out • Humidity reading is > 99% • Humidity reading is 0
HUMIDITY RANGE HIGH	Humidity reading is > 90%
HUMIDITY RANGE LOW	Humidity reading is < 10%
OUTDOOR SENSOR FAILURE	OD temp > 127 or < -60
Wi-Fi HARDWARE FAULT	Communications error occurred with Wi-Fi module (resets after valid message received)

Advanced System Settings

The following may only be adjusted in the SYSTEM SETTINGS screens and parameters on the thermostat itself. They are not accessible on a mobile device or web portal.

Select FACTORY DEFAULTS to restore all default settings to the original values.

Advanced Setting Option	Default	Screen Options
Sync Time to Server	Yes	
Time Zone	4 – CENTRAL	HAWAII, ALASKA, PACIFIC, MOUNTAIN, CENTRAL, EASTERN, ATLANTIC, NEWFOUNDLAND, PIERRE & MIQUELON, W. GREENLAND, E. GREENLAND, GREENWICH
Screen Timeout	15 SEC	5 – 30 SEC
Proximity	YES	YES, NO
Prox Sensitivity	MEDIUM	LOW, MEDIUM, HIGH
# Program Day Parts	4	2, 4
DST	Enabled	Disabled, Enabled
Wireless	Enabled	Disabled, Enabled
Sound	CLICK	Disabled, Click, Beep

Revision History

Date:	Item:	Action:
02/23/2024	Page 2	Added Compressor Heat icon
10/03/2023	Page 15	Clarified operating system support for mobile devices.
01/06/23	Page 3	Updated thermostat dimensions
10/18/22	All	Added Tranquility Product
03/25/22	Page 13	updated myuplink.com address
12/03/21	Created	



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