



# CONNECTED PORTAL

The Smart Connection for Smarter Servicing



### Pick Your Control...

The Connected Portal is compatible with all Wi-Fi® capable Ion controls and smart thermostats.

To unlock the portal's full potential, we recommend the Ion Black System Control, but your local Comfortmaker dealer can help you select the right one for your home.



**Ion Black  
System Control  
SYST0101CW**



**Ion Gray  
Smart Thermostat  
TSTATIIEWF-01**

# TOP REASONS TO CONNECT WITH ION

Innovation, comfort, peace of mind: Our Connected Portal makes the connection between your heating and cooling system's performance and your dealer to make staying comfortable simple. Throughout our century-plus history, we have never lost sight of the Comfortmaker commitment to delivering the most innovative and reliable heating and cooling equipment available. Our Connected Portal is the next step, keeping you connected with your dealer. It's like having your own virtual comfort and diagnostic assistant, ready to maintain maximum performance for your indoor comfort system.



## PEACE OF MIND

The Connected Portal lets your dealer identify issues before they become problems so you can relax.



## ACCESSIBILITY

Allows your dealer to troubleshoot your system remotely to speed up repairs.



## CONVENIENCE

In some cases, your dealer can even make system setting adjustments to resolve an issue remotely.

## Make Your Connection...

Regardless of the model, making the connection to the portal is an easy, four-step process.

- 1** Connect to your home's Wi-Fi® network.
- 2** Create a remote access account either through the thermostat's web portal or app.
- 3** Ask your dealer to add your control to the Connected Portal.
- 4** Elect to share data with your dealer as detailed on pages 3 and 4.

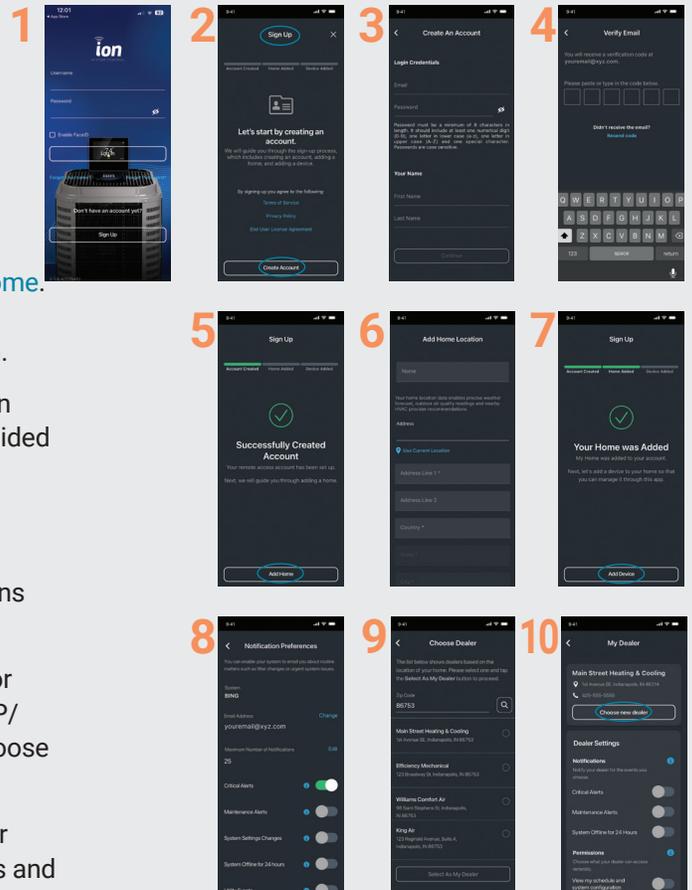
# ENABLING THE BENEFITS

To benefit from the Connected Portal, you need to enable data sharing with your dealer. Here's how you start sharing data with your local dealer to unlock the benefits of the Connected Portal:

## Ion Black System Control



1. Open the Ion Home App on your mobile device.
2. Tap **Sign Up** then tap **Create Account**.
- 3-4. Enter all fields on the **Create an Account** screen and tap **Continue**. Then verify your primary email address on the next screen.
- 5-6. Once your account is created, click **Add Home**. Then enter your unique home name and address on the **Add Home Location** screen.
7. Once you've successfully added your home in the app, click **Add Device**. Then follow the guided steps to complete the add device setup.
8. Once the device is added, you can grant permissions on the **Notification Preferences** screen to receive alerts and email notifications on your primary email address.
9. Next, on the **Choose Dealer** screen, search for authorized dealers nearby by entering the ZIP/PIN code of your wall controller location. Choose your dealer and tap to proceed.
10. Lastly, on the **My Dealer** screen, grant dealer permissions to data sharing, remote access and alerts related to your HVAC system.

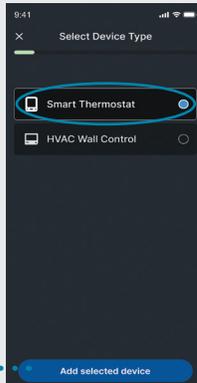


## Ion Gray Smart Thermostat

1. Open the Ion Home app on your smart device. If this is your first time using the app, create an account, then follow the prompts to add your home location.



2. When prompted to add a device, select **Smart Thermostat**, then hit the **Add selected device** button.

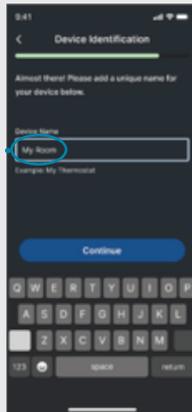


3. Read the setup requirements screens between your smart device and the thermostat, using the QR code. Select **Scan QR code** and scan your thermostat's QR code.

**NOTE:** If you can't find your QR code, simply tap the **I don't have a QR Code** link to continue.

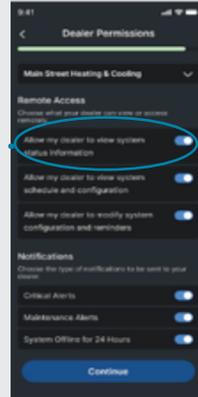


4. Once the Smart Thermostat is connected, you will be prompted to give it a unique name.

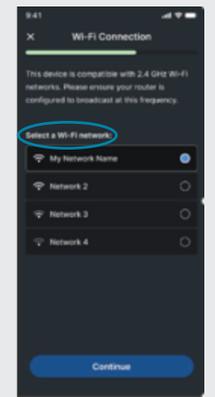


Continue to the dealer permissions screen and make your selections.

**IMPORTANT!** – At minimum, you **MUST** select **Allow my dealer** to view system status information to extend your two-year limited warranty to the full five years.



The Smart Thermostat will then scan for Wi-Fi networks. Select your 2.4 GHz Wi-Fi network from the list. Enter your Wi-Fi password when prompted.



## YOUR PRIVACY MATTERS

The Connected Portal provides peace-of-mind by keeping all customer data safe and sound on secure servers. We do not sell customer data to third parties and vacation or occupancy information is never accessible to anyone through the Connected Portal. You can change your data sharing preferences at any time, however, data sharing is necessary to enjoy all of the benefits of the portal.

For more information on our complete line of compatible thermostats and controls, go to: [www.Comfortmaker.com/en/us/](http://www.Comfortmaker.com/en/us/).

To find a local Comfortmaker dealer to connect with, click on the Find a Dealer button on our products site, or go directly to: [www.Comfortmaker.com/en/us/find-a-dealer/](http://www.Comfortmaker.com/en/us/find-a-dealer/).

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