



24<sup>th</sup> September 2014,

As you are aware Heatmiser currently have a breach of security associated with our WIFI thermostat series whilst interfacing using the web browser method of connection.

We apologise for the inconvenience this may cause and understand your concerns. Currently Heatmiser are working hard to resolve these matters as quickly as possible and appreciate your patience at this time.

During this time it is recommended that you remove port 80 within the forwarding configuration settings of your broadband router. This will disable the remote access of your thermostat using a web browser interface, meaning you will only be able to connect via the use of your smart phone or tablet.

Alternatively you can disconnect the thermostat from the WIFI completely, by connecting the unit to your PC/Laptop and temporarily change the SSID (to any random name) via the thermostat utility software.

Once we have released an update for the WIFI thermostat, you can choose from two options dependant on which is most convenient for yourself?

#### **Option A**

Shortly Heatmiser will be releasing an update for the WIFI thermostats. In this update the web browser interface will be completely disabled allowing for app user access only. In addition to this, a security measure will be introduced to eliminate brute force of the entry pin. If you have entered your pin incorrectly on three consecutive attempts, you will automatically be locked out for a set period of time before you can retry.

Once resolved you will receive a replacement LCD panel complete with the updated firmware along with a pre-paid envelope to return your old panel. Out of goodwill, once Heatmiser has received your old panel you will be issued with a £30 reimbursement cheque to compensate for your inconvenience and the loss of the web browser feature.

#### **Option B**

If you rely on the web browser interface and feel that removal of this feature renders this item no longer fit for your purposes intended, then you may request a full refund for the value that you paid provided you can supply us with proof of purchase.

Once this update becomes available we will contact you in due course to arrange replacement of your thermostat LCD panels. Please provide your telephone number and contact email address so that we can discuss the options mentioned above and arrange replacements.

If you do not require this update you may ignore this email and continue using your thermostat as normal (but please be aware you may be at risk whilst still connected to the internet!).

Again we would like to apologise for the stress this may have caused and hope that this does not diminish your confidence in Heatmiser.

Martyn Kay

Martyn Kay  
Director  
Heatmiser UK Ltd