



<Dear customer,>

On the afternoon of Thursday, March 26th, we received reports that Ecobee made changes that affected thermostat control in your Control4 system. We've automatically updated your Control4 software to resolve this problem, and you can complete the re-join process by following the steps below:

1. Select the Ecobee Thermostat in your Control4 App or touch screen interface. You will be asked to request the PIN code on *Extras* screen.
2. On the *Extras* screen, select **Get PIN**.
3. On a computer or your mobile device, login to www.ecobee.com and click **My Apps**, then **Add Application**.
4. Enter the 4-character PIN code displayed in the Control4 App and click **Validate**, then **Add Application**.

Your Ecobee thermostat will now be paired with your Control4 system. If you would like somebody to guide you through the process, please call us for assistance. We apologize for this inconvenience and hope that our fast response has kept any disruption to a minimum.

Best regards,
<Dealer details>