

# A VALUABLE EXPERIENCE FOR THE HOMEOWNER.

LESS WORRY, MORE COMFORT.

American Standard® Link ensures a precise installation, giving both the technician and homeowner peace of mind. After an install is completed, technicians can provide the homeowner with a Homeowner System Report that captures the successful completion of automated system tests. Post installation, the homeowner can opt in to have their system's data remotely monitored for even the slightest system changes, staying ahead of any problems. Thanks to the installation benefits, monitoring and diagnostics of American Standard Link, homeowners can relax and enjoy the exceptional comfort their variable speed system provides.

## Frequently asked questions from homeowners

### “DO I NEED TO KEEP MY AMERICAN STANDARD LINK SYSTEM ONLINE?”

While it's not necessary for homeowners to be connected, staying connected ensures they don't miss out on automatic updates and the benefits of Diagnostics monitoring of their system.

### “DO I NEED TO SIGN UP FOR AN AMERICAN STANDARD HOME ACCOUNT?”

To take full advantage of the benefits of the system, make sure customers download the American Standard Home app on a smart phone. An installing dealer can walk through the process of how to use the app. If customers have questions about the American Standard Home mobile app, they can go to [support.asairhome.com](https://support.asairhome.com)

### “IF MY AMERICAN STANDARD LINK SYSTEM ISN'T CONNECTING TO WIFI, WHAT DO I NEED TO DO?”

- Ask the customer if they have recently changed their WiFi password or switched to a new home router. If so, they can update the WiFi password on the thermostat by going to Menu > Settings > Network > Connect to Network
- Is a customer not sure if their American Standard Link system is offline? Ensure they have a WiFi indicator in the upper right-hand corner of the smart thermostat screen or check the American Standard Home app to see if it is showing “NOT CONNECTED.”
- If customers are still having trouble, they can contact their installing dealer.

### “WHAT DATA IS AMERICAN STANDARD COLLECTING?”

After a customer opts in and grants permission for Diagnostics, American Standard will collect data related to the HVAC system's performance and share it with their preferred dealer. Data collection is limited to only the heating and air conditioning system.

*"As far as diagnostics, it's going to be hands down, amazing for the customer."*  
- Legacy Heating & Air Conditioning PILOT PROGRAM

# American Standard® Home

## THE MOBILE APP

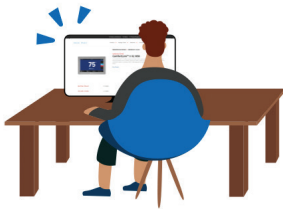
Direct your homeowners to the webpage below to sign up for an American Standard Home account:

[ASAirHome.com/account/signup](https://ASAirHome.com/account/signup)



## 3 Easy Steps to Get Homeowners Started

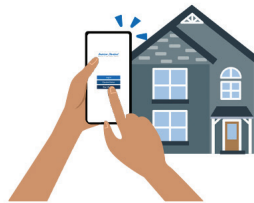
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### STEP 1: SELECT & INSTALL

Select the American Standard smart thermostat that will work best for your home by asking your Dealer or visiting [AmericanStandardAir.com](https://AmericanStandardAir.com) to explore the options. If you don't have a Dealer, check [AmericanStandardAir.com](https://AmericanStandardAir.com) for the nearest one. You can then schedule a date and time that your Dealer can come and install your selected thermostat.

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### STEP 2: DOWNLOAD THE APP

Search the Apple Store or Google Play store for the free American Standard Home App. Download the app, create an account and connect to your thermostat to get started.



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### STEP 3: ENABLE DIAGNOSTICS

If there is a potential issue with your system, an alert is sent directly to your preferred Dealer so they can remotely assess the data, diagnose the cause, and determine a plan of action. System alerts can proactively help prevent potential issues before they even occur.