



Issue Date: Friday, February 12, 2016

**ECONET**

**#DS-EN021622**

**Frozen or Blank Screen on EcoNet Control Center**

**Units Involved:** UETST601SYS

**Date Codes Involved:** All

**Details:**

We have received reports of EcoNet Control Centers that do not respond to touch upon installation. In almost all cases, this is caused by the trim bezel contacting the screen. This is a result of movement of the screen during assembly or transport.

If these symptoms should occur, do not return the control without checking and correcting the control for this condition.





**Recommended or Required Action:**

Remove the control from the sub-base and then by removing the trim bezel from the front of the control and make sure the screen is centered and correctly seated under all four of the screen retainer tips. Ensure the clips are fully engaged on the glass as seen in the image above.

Once the control's display touch screen is correctly seated and centered, snap the trim bezel back on and install the EcoNet Control Center back onto the wall plate.

If you have any questions, please contact your District Technical Representative

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