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### SunTouch SunStat Connect Model 500875

# SunTouch Connect WiFi Enabled Touchscreen Programmable Thermostat Model 500875 User Manual

## 1. PRODUCT OVERVIEW

The SunTouch Connect WiFi Enabled Touchscreen Programmable Thermostat Model 500875 is designed to provide precise control over electric radiant floor heating systems. This thermostat offers advanced features for comfort and energy efficiency, including Wi-Fi connectivity for remote operation and a user-friendly touchscreen interface.

### Key Features:

- Wi-Fi enabled for remote control via the Watts Home app (iOS and Android compatible).
- Intuitive 7-day programmable schedule.
- Dual-voltage compatibility (120/240 VAC) with built-in GFCI for safety.
- SmartStart technology for optimal heating times.
- Floor and air sensing modes.
- Energy use monitor to track operation hours.
- 3.5-inch digital touchscreen display with five preset color themes.



Figure 1: Front view of the SunTouch Connect Thermostat, displaying current temperature and settings.

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Video 1: An overview of the SunTouch product line, showcasing various electric floor heating and snow melting solutions. This video highlights the ease of installation and the comfort provided by SunTouch systems.

## 2. SETUP AND INSTALLATION

Proper installation is crucial for the safe and efficient operation of your SunTouch Connect thermostat. It is recommended that installation be performed by a qualified electrician in accordance with local electrical codes.

### 2.1 Electrical Requirements

- The thermostat supports both 120V and 240V electrical systems.
- It includes a built-in 15-amp relay, controlling up to 150 sq. ft. (1800 watts) at 120V, or 300 sq. ft. (3600 watts)

at 240V.

- A dedicated circuit is often required. Consult your electrician.

## 2.2 Physical Installation

The thermostat is designed for wall mounting. Ensure the mounting location is free from direct sunlight, drafts, or other heat sources that could affect temperature readings.



Figure 2: The SunTouch Connect Thermostat shown with a floor sensor and heating cable, illustrating components typically used in an electric floor heating system installation.

## 2.3 Wi-Fi Connectivity and App Setup

1. **Download the Watts Home App:** Search for "Watts Home" in the Apple App Store (for iOS devices) or Google Play Store (for Android devices).
2. **Create an Account:** Follow the in-app instructions to create a new user account.
3. **Connect Thermostat to Wi-Fi:** Use the setup wizard on the thermostat's touchscreen to connect it to your home Wi-Fi network. This typically involves selecting your network and entering the password.
4. **Register Device in App:** Generate a registration code on the thermostat (usually found in the Wi-Fi menu) and enter it into the Watts Home app to link your device.

**Note:** Ensure your Wi-Fi network is 2.4 GHz compatible, as some smart devices may not support 5 GHz networks.

## 3. OPERATING INSTRUCTIONS

The SunTouch Connect thermostat features an intuitive touchscreen for easy operation and programming.

### 3.1 Basic Operation

- **Temperature Adjustment:** Use the up and down arrows on the touchscreen to set your desired floor or air temperature.
- **Mode Selection:** Access the settings menu (gear icon) to switch between floor sensing, air sensing, or ambient temperature control modes.
- **Display Themes:** Customize the look of your thermostat by choosing from five preset display color themes in

the settings menu.

### 3.2 Programming Schedule

The 7-day programmable schedule allows you to set different temperatures for various times of the day and days of the week, optimizing comfort and energy savings.

1. Navigate to the schedule menu on the thermostat or through the Watts Home app.
2. Select the day(s) and time periods you wish to program.
3. Set the desired temperature for each period.
4. Utilize the SmartStart technology, which automatically adjusts the start time of the floor warming system to ensure it reaches the set temperature at your scheduled times.

### 3.3 Remote Control via Watts Home App

Once connected to Wi-Fi, you can control your thermostat from anywhere using the Watts Home app on your iOS or Android device.

- Adjust temperatures, change modes, and modify schedules remotely.
- Monitor energy usage to track system operation hours.
- Receive email notifications for system alerts or status changes.

## 4. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your SunTouch Connect thermostat.

### 4.1 GFCI Testing

The built-in Ground Fault Circuit Interrupter (GFCI) is a critical safety feature. It must be tested monthly to ensure proper function.

- Locate the "TEST" button on the side of the thermostat.
- Press the "TEST" button. The GFCI should trip, interrupting power to the heating system.
- Press the "RESET" button to restore power. If the GFCI does not trip or reset, contact a qualified electrician immediately.

### 4.2 Cleaning

To clean the touchscreen and exterior of the thermostat, use a soft, damp cloth. Avoid abrasive cleaners, solvents, or harsh chemicals, as these can damage the display or casing.

## 5. TROUBLESHOOTING

If you encounter issues with your SunTouch Connect thermostat, refer to the following common troubleshooting steps.

### 5.1 No Heat Output

- **Check GFCI:** Ensure the GFCI has not tripped. Press the "RESET" button if necessary.
- **Verify Settings:** Confirm the thermostat is in heating mode and the set temperature is above the current floor/air temperature.
- **Power Supply:** Check the circuit breaker for the heating system.

### 5.2 Wi-Fi Connectivity Issues

- **Router Check:** Ensure your Wi-Fi router is powered on and functioning correctly.
- **Signal Strength:** Verify the thermostat is within range of your Wi-Fi router.
- **Reboot Thermostat:** Sometimes, a simple reboot of the thermostat can resolve connection issues. This can often be done through the thermostat's menu or by temporarily cutting power at the breaker.
- **App Login:** If using the Watts Home app, ensure you are logged in. Some users report needing to log in each time.

### 5.3 Screen Unresponsive

- **Power Cycle:** Turn off the power to the thermostat at the circuit breaker for a few minutes, then restore power.
- **Contact Support:** If the screen remains unresponsive after a power cycle, contact SunTouch customer support.

## 6. SPECIFICATIONS

Detailed technical specifications for the SunTouch Connect WiFi Enabled Touchscreen Programmable Thermostat Model 500875.



Figure 3: Diagram illustrating the dimensions of the SunTouch Connect Thermostat, showing its height, width, and depth.

Specification	Detail
Brand	SunTouch
Model Name	Wi-Fi-Enabled Touchscreen Programmable
Controller Type	Android, Vera, iOS
Special Feature	Programmable
Color	White
Specific Uses For Product	Electric Baseboard Heater (Note: Primarily for electric radiant floor heating)

Specification	Detail
Temperature Control Type	Heating
Connectivity Technology	Wi-Fi
Included Components	Thermostat
Power Source	Electric
Item Weight	0.5 Pounds (8 ounces)
Voltage	120/240 Volts
Shape	Rectangular
Display Type	Touchscreen
Screen Size	3.5 Inches
Control Type	Touch
Control Method	App
Connectivity Protocol	Wi-Fi
Mounting Type	Wall Mount
Style	Digital, Wi-Fi
Backlight	Yes
Product Dimensions	4 x 3 x 1 inches (4.63 x 2.95 x 1.65 inches)
Item model number	SunStat Connect
Manufacturer	Watts

## 7. WARRANTY INFORMATION

SunTouch and Watts Radiant (the companies) warrant their respective electric floor heating mats and cables (the products) to be free from defects in materials and workmanship for twenty-five (25) years from the date of manufacture. Thermostats and controls sold by the companies are warranted, parts and materials, for two (2) years from the date of purchase. The sole remedy for controls is product replacement. This warranty is only provided to customers who purchase the products from authorized resellers, and is transferable to subsequent owners of properties where the products are initially installed.

## 8. SUPPORT

For further assistance, technical support, or customer service, please refer to the following resources:

- **Watts Home App:** For remote control and basic troubleshooting.
- **SunTouch Website:** Visit the official [SunTouch website](#) for FAQs, detailed product information, and contact options.
- **Technical Support:** SunTouch provides industry-leading technical and customer support. Contact information can be found on their website.

