

## Service Bulletin 101

July 30, 2018

### Satellite Internet Connections to Wi Fi Controls and tekmarNet Internet Gateway

The speed and time delay of internet connections affect the performance of the Wi Fi Thermostats 561, 562, 563, the Invita WiFi Thermostat 564 and 564B, WiFi Snow Melting Control 670 and the tekmarNet Internet Gateway 485. Satellite internet service experience large time delays as information is sent to the space satellite and then relayed back to earth. For this reason, it is recommended to use an internet service that uses cable, fiber optic, telephone land-line or cellular connection and recommend against using a satellite internet service with these products.

#### Symptoms when using Satellite Internet

Changes to the thermostat or control's settings may not be accepted making changes difficult or impossible.

#### Comparison

Service Provider	Upload Speed	Download Speed	Time Delay	Notes
<b>Cable and Fiber Optic</b>	High	High	Very Low	
<b>Cellular internet</b>	High	High	Low	Weather has and can effect signal quality
<b>Telephone</b>	Low	Moderate	Low	
<b>Satellite</b>	Moderate	High	Very High	Weather has a significant effect on signal

If you have any questions, please call tekmar customer service at phone: 1-250-545-7749 or email: [tekmar.customerservice@wattswater.com](mailto:tekmar.customerservice@wattswater.com).

Sincerely,

Allen Mayes

tekmar Control Systems Ltd.  
A Watts Brand