

FAQs:

**Q: What exactly is the problem?**

**A:** The unique circuitry in the White-Rodger's IF88 model thermostat is suspected of causing electrolytes to leak from the two AA batteries in certain circumstances. When the leakage occurs, it may contact portions of the circuitry within the thermostat and can result in overheating in the thermostat and smoke, potentially damaging the thermostat and/or adjacent wall and creating a potential risk of fire. These results were provided by an independent third party hired by the manufacturer, White Rodgers. The Consumer Products Safety Commission is reviewing the information and has not made any conclusions or recommendations at this time.

**Q: What kind of damage has resulted from this safety issue?**

**A:** Out of approximately 170,000 installed thermostats nation wide, there are two known instances of battery leakage which were associated with flame or fire and minor property damage, and an instance of battery leakage associated with overheating and minor property damage. No personal injuries have been reported. These incidents have been reported to the Consumer Products Safety Commission.

**Q: Will the replacement thermostat be White Rodgers brand?**

**A:** No, the replacement thermostat is from a reputable manufacturer other than White-Rodgers.

**Q: How will removing the batteries affect the function of my thermostat?**

**A:** The batteries in the thermostat provide backup for the clock during power outages. Without batteries, the clock typically will be offset by the duration of the power outage.

**Q. Will I be charged for the replacement thermostat?**

**A.** No, Avista will cover the cost of the thermostat and installation.