

# The VisionPRO™ 8000 Story

*Energy Savings Made Effortless.*





## CUSTOMERS + TECHNOLOGY = PERFORMANCE

It's a pretty basic formula. And like everything else at Honeywell, the VisionPRO™ 8000 started with our customers and a singular focus on helping them succeed. At Honeywell, it's the way we work.

### Designed By Customers For Customers

When Honeywell set out to make its best thermostat ever, it didn't start at the drawing table. It didn't even start at Honeywell facilities. Instead, Honeywell went out into the world to talk with hundreds of homeowners, builders, contractors and distributors to learn what they wanted most in a thermostat. This development practice is called "Voice of Customer", part of the Six Sigma quality process to develop products that meet customers' needs — exactly what Honeywell strives to do.

We conducted our Six Sigma "Voice of the Customer" research in our customers' environments — and on their terms. The VisionPRO research was structured to observe and define our customers' insights, not just hear them. We spent a lot of time listening to and watching homeowners interact with their thermostats. We held numerous one-on-one interviews. Conducted focus groups. Completed online surveys with our contractors. We even developed a contractor "consultant" team to assist in the development of the VisionPRO 8000 every step of the way.

With remarkable consensus, homeowners and contractors told us that programmable thermostats were too hard to program. It was too hard to see and read the display. Many thermostats were always operated in the "hold" position because homeowners didn't know how to program them at all.

#### The research results were extremely clear:

- Homeowners wanted an energy-saving thermostat that could be programmed without a manual — they wanted a programmable thermostat that was "effortless."
- Contractors wanted a thermostat that met more of their needs — one that was so easy to program it reduced callbacks and service calls.
- Distributors wanted thermostats with configuration capability that allowed a programmable thermostat to work on virtually any homeowner's heating/cooling application.

**And Honeywell wanted to satisfy them all with one amazing thermostat.**

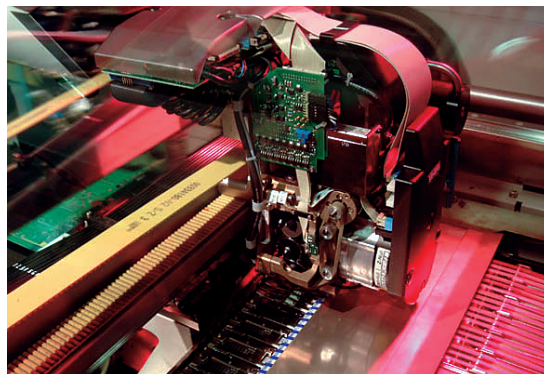
## Build it. Test it. Build it. Test it.

Through three years of research, product development, field testing, focus groups and more, the VisionPRO 8000 emerged. The Honeywell design team started from scratch, redrafting and refining along each step of the process, always building upon feedback from customers.

## Design for Six Sigma: Not Just for Engineers

Honeywell's unwavering commitment to our customers includes an intense focus on the measurement of product quality and delivery via our Design for Six Sigma quality process. The Six Sigma process helps deliver the right product, at the right time, for the right cost.

- Honeywell used Six Sigma to ensure it was using the industry's best-available relays, resistors and electronics components in the VisionPRO 8000.
- Honeywell took its time and put its considerable thermostat expertise to work to put the VisionPRO through the most stringent of tests.



At last, in 2004, the VisionPRO 8000 had passed all the tests — and the VisionPRO 8000 is now a sleek, effortless-to-program thermostat that works with a variety of systems, all in one package.

- Homeowners can customize the VisionPRO without constantly referring to an instruction manual because of a user-friendly, on-screen menu and flashing instruction segments right on the thermostat. It also provides a clear indication of what you've just told the thermostat to do with visuals like "saving changes" and "following schedule."
- The viewable area for the VisionPRO is 10 square inches. Current temperature, set temperature and current time are all easy to read with that much space. Backlighting also makes it easy to read in various lighting conditions.

## *Honeywell Technology: Transforming the Energy-Saving Thermostat*

An energy-saving thermostat can't save energy if it's on "hold." Consumers use "hold" when they find the thermostat is hard to use. With the VisionPRO 8000, Honeywell now has a product designed to shatter the perception that programmable thermostats are difficult to use. VisionPRO 8000 is simply groundbreaking — different from any thermostat available to homeowners. Its features include:

- A touch screen that guides users through set up and use
- A clock that automatically updates for daylight savings time and keeps time during a power failure
- Armchair programming — the VisionPRO does not need to be connected to the wall while you customize it
- Compatibility with a wide range of heating and cooling systems



## *The World's First "Effortless" Thermostat.*

How did VisionPRO's effortless programming come to be?

It came from something simple and very powerful: a clear understanding of what customers needed from a programmable thermostat. Honeywell learned what its customers needed, and rigorously aligned its best resources closely to meet those customer demands. As both the architect and engineer of the energy-saving thermostat, Honeywell had the unique ability and customer insight to build the VisionPRO™ 8000.

Honeywell has over a century of experience in designing HVAC products that stand the test of time. From the invention of the Damper Flapper in 1885 to the invention of the Round, Honeywell has been the innovative leader in managing temperature and indoor comfort.

That same spirit of innovation soars throughout all Honeywell divisions, including the development of the first autopilot, the gyroscope, the controls and sensors used on every manned space flight and much, much more.

Honeywell will continue to be on the leading edge of product development and enhancement. And Honeywell customers will always be there, too, providing the feedback and insight needed to keep Honeywell products fresh, effective and popular.

# Honeywell

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