



# TECHNICAL SERVICE BULLETIN



## TSB D-GN-MS-0084

**Date:** September 17, 2025

**To:** All Service, Sales and Parts Managers

**From:** Technical Services Department

**Subject:** **Daikin ONE Family of Thermostats Not Compatible with Certain Ductless Wall Mount Units**

Note that this communication is also being sent as a Product Marketing News communication (PMN D-GN-MS-3006).

As of the date of this bulletin, the below ductless wall mount models are not compatible and are not recommended to be used with the Daikin *ONE* family of thermostats: DTST-LTE-LA-A, DTST-ONE-ADA-A, DTST-TOU-A, DTST-TOU-ADA-A, and DTST-CWBSA-NI-A.

Ductless Wall Mount Models Not Compatible with Daikin <i>ONE</i> Thermostats
CTX09AVJU9
CTX12AVJU9
CTXV07AVJU9
FTXV09AVJU9
FTXV12AVJU9
FTXV15AVJU9
FTXV18AVJU9
FTXV24AVJU9
FTKF09BVJU9
FTKF12BVJU9
FTKF18BVJU9
FTKF24BVJU9
FTXF09BVJU9
FTXF12BVJU9
FTXF18BVJU9
FTXF24BVJU9
FTXQ09ASBU9
FTXQ12ASBU9

This bulletin supersedes previously dated PMN, submittals or previously dated marketing literature. Testing for thermostat compatibility is underway. Once compatibility with these specific ductless wall mount models is determined, PMNs, submittals, and marketing literature will be updated as needed.

Please refer to the equipment submittals for alternative controllers which could be used in place of the Daikin *ONE* family of thermostats.

If you have technical questions, please call 1-855-DAIKIN1, or e-mail  
[TechnicalServicesDaikin@daikincomfort.com](mailto:TechnicalServicesDaikin@daikincomfort.com).

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