

PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Honeywell

Thermostat Models: T10 Pro Smart Thermostat with Redlink (Model: thx321wf2001w)

**Caution, entering installer set-up mode may result in altering settings.
Select "DO NOT SAVE CHANGES" when exiting installer set-up**

Is a Password Required? YES

Password is 4-digit date code

Password can be found on the back of the faceplate:

1. Remove Thermostat from wall
2. Password (date code) is 4 digits listed in the bottom left corner next to the "country of origin" information.



1. How to enter installer set-up

- a. Press Menu
- b. Select "Installer Options"
- c. Enter 4 digit password (instructions above)
- d. Scroll to "Installer Setup" and press "select"

2. Go through the installer setup wizard to set temperature sensing and lockout settings

- a. Scroll through "Installer Setup" options and select "installer setup"
- b. When on the "outdoor temperature" screen make sure to select outdoor sensor or Wi-Fi as appropriate.
- c. Continue through the wizard until you see "Equipment Lockouts 3120" which has the compressor and aux-heat/balance point settings.
- d. Set the compressor lockout to 5°F or disable
- e. Set the aux heat/balance point setting to 35°F or below
- f. Continue to scroll through the wizard until complete, save and back out to the main menu

3. Access Test Mode

- a. From "Installer Setup", scroll through settings and select "Installer Test"
- b. For heat, in the "Heat Stages" screen, turn the compressor on its highest stage with care not to select the backup heat option.
- c. For cooling scroll to the next screen "Cooling Stages" and select the highest cooling stage.
- d. When finished testing, turn off compressor and back out to the main menu.

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Resources: Honeywell Technical Support: 1-800-468-1502

Source: <https://forwardthinking.honeywellhome.com/products/thermostats/>

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