

# PTCS Thermostat Support Sheets

***Click on a link below to take you to the relevant support sheet...***

## Carrier Côt<sup>™</sup>

(Models: TP-WEM01)

## Carrier Edge

(Models: TP-PAC, TP-PHP, TP-PRH, TP-NAC, TP-NHP)

## Carrier Infinity Touch

(Models: SYSTXCCITW01-A, SYSTXCCINTN01-A, SYSTXCCITC01-A, SYSTXCCITC01-B, SYSTXCCWIC01-B)

## Daikin

(Models: Daikin One)

## Daikin/Honeywell

(Models: CTKO4, THX9001R5029)

## Ecobee

(Models: Ecobee 3 Lite, Ecobee 4, Ecobee 5, Ecobee 6 Enhanced, Ecobee 6 Premium)

## Honeywell Prestige

(Models: Prestige IAQ, Wi-Fi 9000)

## Honeywell T6 Pro

(Models: TH6320U2008, TH6220U2000, TH6210U2001)

## Honeywell Lyric T6 Pro

(Models: TH6320WF2003, TH6220WF2006)

## Honeywell VisionPRO8000 Wi-Fi and Redlink

(Models: TH8321WF, TH8321R, TH8320R, TH8110R)

## Honeywell T10 Pro Smart Thermostat with Redlink

(Models: THX321WF2001W)

## Honeywell VisionPRO IAQ

(Models: YTH9421C1010, YTH9421C1002, TH9421C1004)

# PTCS Thermostat Support Sheets

*Click on a link below to take you to the relevant support sheet...*

[Lennox iComfort Wi-Fi](#)

[Lennox iComfort S30 + S40](#)

[Lennox ComfortSense 7500](#)

[Mitsubishi](#)

(Models: MHK1, MRCH1, MCCH1, MOS1)

[Mitsubishi MHK2](#)

[Nest I, II, III](#)

(Models: T100577, T200577, T3007ES)

[Rheem/ Ruud Econet](#)

[Trane/American Standard XL 624](#)

(Models: XL 624, TCONT624, ACONT624)

[Trane/American Standard XL 824\\_850](#)

(Models: XL824, TCONT824, Gold XV, ACONT824, XL850, TCONT850, ACONT850, Platinum 850)

[Trane ComfortLink II](#)

(Models: XL950, TZONE950AC52ZA, AZONE950)

[Trane/American Standard 1050](#)

(Models: XL1050, TZON1050, Platinum1050, AZONE1050)

# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Carrier Côr™

Thermostat Models: TP-WEM01

**Caution: On the first screen when entering installer set-up mode (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.**

Is a Password Required? **NO**

*-On the home screen, the wifi connection is displayed in the top right (standby screen) or top center (home screen) of the display. Cell phone bars indicate an active connection. An internet connection is necessary for this thermostat to operate properly.*

## 1. How to enter installer set-up (Service Menu)

- From the Home screen, press "Menu" in the lower right corner
- An "Options" screen appears with 8 icons.
- Press and HOLD the "Service" icon located in the lower right corner for 10 seconds until it turns green



## 2. Determine system characteristics through T-Stat

- The Côr™ is not a communicating thermostat. Detailed system information is not automatically displayed through this thermostat.
- From the Service menu (accessed by pressing and holding the service icon) press "INSTALLATION SETTINGS"
- From the Installation Settings menu, select "EQUIPMENT SETUP"
- Select "HEAT PUMP". The number of heat pump stages will be displayed.

## 3. Check Compressor Lockout settings - Carrier refers to this feature as "Heat Source Lockouts- HP Lockout"

- AN INTERNET CONNECTION IS NECESSARY FOR THIS FEATURE TO OPERATE PROPERLY**
- From the Service menu (accessed by pressing and holding the service icon) press "INSTALLATION SETTINGS"
- From the Installation Settings menu, select "EQUIPMENT SETUP"
- Select "HEAT PUMP"
- From the Heat pump screen, select HEAT PUMP LOCKOUT (compressor lockout). Lockout temperature will be displayed. Default setting is off. This setting does not work if the thermostat is not connected to the internet. Verify it is set to "below" 5 degrees, or "OFF". This setting is adjustable from 5-55 degrees.
- Click "Cancel" to return to the previous screen without changing any settings.
- Continue to press the "BACK" button to return to a screen with the option to select "DONE". Pressing the "DONE" option in the lower right corner returns to the HOME screen.
- Do not hit the save button at any time.**

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Carrier Côr™

**Thermostat Models:** TP-WEM01

## 4. Check Strip Heat settings - *Carrier refers to this feature as "Heat Source Lockouts - AUX Heat Lockout"*

- a. **AN INTERNET CONNECTION IS NECESSARY FOR THIS FEATURE TO OPERATE PROPERLY**
- b. From the Service menu (accessed by pressing and holding the service icon) press "INSTALLATION SETTINGS"
- c. From the Installation Settings screen, select "OPERATING THRESHOLDS"
- d. From the operating thresholds screen, press "AUXILIARY HEAT CONFIGURATION"
- e. From the Auxiliary Heat Configuration menu, press "AUXILIARY HEAT LOCKOUT TEMP"
- f. Electric Heat/Furnace Lockout (strip heat or backup heat lockout) is displayed in the center of the screen. Verify it is set to 35 degrees or less. This setting is adjustable from 5-80 degrees. The default setting is 70 degrees.
- g. Click "Cancel" to return to the previous screen without changing any settings.
- h. Continue to press the "BACK" button to return to a screen with the option to select "DONE". Pressing the "DONE" option in the lower right corner returns to the HOME screen.
- i. **Do not hit the save button at any time.**

## 5. Access Test Mode for testing system at full capacity

- a. **There is no test only option for this thermostat.** To test the system, make a big call (at least 10 degrees) for HEATING or COOLING depending on the type of test you wish to perform.
- b. Wait and listen to ensure that the system sounds as if it has ramped up to full fan speed. This may take a few minutes depending on the indoor unit characteristics.
- c. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for Trueflow plate test.
- d. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.
- e. Note- On systems with variable speed fans installed, there is a "Perfect Heat Pump System" or "Comfort Heat Pump" feature that, when selected, runs the air handler at a lower speed if the outdoor temperature is below 40 degrees. This setting would equate to approximately 325 CFM per ton under ideal conditions. The system default for this feature is disabled; however, if Trueflow plate testing results are below spec, and the outdoor temperature is below 40 degrees, it could be because of this feature.

## 6. Exit Service Menu

- a. To exit the Service menu, press "DONE" in the bottom right hand corner of the screen

## 7. Exit Set-Up Menu

- a. Depending on which Setup menu screen you are on, press "BACK" until you reach the main service menu screen
- b. Press "Exit" and you will return to the home screen

**Caution: On the first screen when entering installer set-up mode (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.**

**Resources:** Carrier Support: 1-800-227-7437

**Sources:** Advanced Installation and Configuration Instructions Manual:  
<http://dms.hvacpartners.com/docs/1009/public/09/tp-wem-tempsi.pdf>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Carrier Edge

**Thermostat Models:** TP-PAC, TP-PHP, TP-PRH, TP-NAC, TP-NHP

*The Carrier Edge can be configured as a communicating thermostat*

**Caution:** On the first screen when entering installer set-up (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.

Is a Password Required? **NO**

## 1. How to enter installer set-up (Configuration Mode)

- a. From the Home screen, press and hold the "Fan" button for approximately 10 seconds. After ten seconds the system will enter "Configuration mode".  
**DO NOT HOLD FOR 15 SECONDS, that will enter a different mode.**
- b. Scroll and select the option number for characteristics you wish to check
- c. The thermostat will automatically exit Configuration mode if nothing is pressed for 3 minutes



## 2. Determine system characteristics through T-Stat

- a. Follow step 1-a to enter Configuration mode
- b. Once in Configuration mode, select "Option 1" to display equipment type.  
There is no option to display serial numbers
- c. Press "Back" or "Done" to exit the system information screen

## 3. Check Compressor Lockout settings

- a. **There is no compressor lockout option with this thermostat**

## 4. Check Strip Heat settings - *Carrier refers to this feature as "Auxiliary Heat Lockout Temperature"*

- a. Follow step 1-a to enter Configuration mode
- b. Select Option 8 to view lockout temperature
- c. The temperature listed when Option 8 is selected is the temperature setting for the auxiliary heat lockout.
- d. **Do not hit the save button at any time.**

## 5. Access Test Mode for testing system at full capacity

- a. **There is no test only option for this thermostat.** To test the system, make a big call (at least 10 degrees) for HEATING or COOLING depending on the type of test you wish to perform.
- b. Wait and listen to ensure that the system sounds as if it has ramped up to full fan speed. This may take a few minutes depending on the indoor unit characteristics.
- c. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for Trueflow plate test
- d. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Carrier Edge

**Thermostat Models:** TP-PAC, TP-PHP, TP-PRH, TP-NAC, TP-NHP

*The Carrier Edge can be configured as a communicating thermostat*

## 7. Exit Set-Up Menu (Configuration Mode)

- a. To exit Configuration mode at any time, press either "Fan" or "Done" on the display
- b. If left in Configuration mode, the system will time out and return to the home screen after 3 minutes of inactivity

**Caution: On the first screen when entering installer set-up (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.**

**Resources:** Carrier Support: 1-800-227-7437)

**Sources:** <http://dms.hvacpartners.com/docs/1009/public/0a/tp-pac-07si.pdf>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Carrier Infinity Touch Control

**Thermostat Models:** SYSTXCCITW01-A, SYSTXCCINTN01-A, SYSTXCCITC01-A, SYSTXCCITC01-B, SYSTXCCWIC01-B

*The Carrier Infinity Touch is a communicating thermostat compatible with Carrier units only*

**Caution:** On the first screen when entering installer set-up mode (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.

Is a Password Required? NO

## 1. How to enter installer set-up (Service Menu)

- a. From the Home screen, press "Menu" in the lower right corner
- b. An "Options" screen appears with 8 icons. Press the down arrow in the lower right corner to scroll to the second page of options
- c. Press and HOLD the "Service" icon (a picture of a baseball cap) located in the upper left corner for 10 seconds until it turns green



## 2. Determine system characteristics through T-Stat

- a. From the Service menu (accessed by pressing and holding the service baseball cap icon) press "Service Information"
- b. Select "Service Information" from the "Options" screen
- c. Scroll down to "Model/Serial numbers" and press "Enter". The system information will be displayed.
- d. Press "Back" or "Done" to exit the system information screen

## 3. Check Compressor Lockout settings - *Carrier refers to this feature as "Heat Source Lockouts- HP Lockout"*

- a. From the Service menu (accessed by pressing and holding the service baseball cap icon) press "SETUP"
- b. From the Setup menu, select "Heat Source Lockouts"
- c. Heat Pump Lockout (compressor lockout) is displayed on the left. Verify it is set to "below" 5 degrees, or "None". This setting is adjustable from 5-55 degrees
- d. Press "Cancel" to return to the previous screen without changing any settings
- e. **Do not hit the save button at any time**

## 4. Check Strip Heat settings - *Carrier refers to this feature as "Heat Source Lockouts - Electric Heat Lockout"*

- a. From the Service menu (accessed by pressing and holding the service baseball cap icon) press "SETUP"
- b. From the Setup screen, select "Heat Source Lockouts"
- c. Electric Heat/ Furnace Lockout (strip heat or backup heat lockout) is displayed on the right. Verify it is set to a maximum of 35 degrees. This setting is adjustable from 5-55 degrees.
- d. Press "cancel" to return to the previous screen without changing any settings
- e. **Do not hit the save button at any time**

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Carrier Infinity Touch Control

**Thermostat Models:** SYSTXCCITW01-A, SYSTXCCINTN01-A, SYSTXCCITC01-A, SYSTXCCITC01-B, SYSTXCCWIC01-B

*The Carrier Infinity Touch is a communicating thermostat compatible with Carrier units only*

## 5. Access Test Mode for testing system at full capacity

- a. From the Service menu (accessed by pressing and holding the service baseball cap icon) press "Check Out"
- b. Beside "Heat Pump", select "Heating" or "Cooling" depending on the desired test
- c. On all systems except for the Greenspeed series, select the amount of time you wish to run test and push the up arrow to the highest heating or cooling stage available
- d. On the Greenspeed series, select the amount of time you wish to run the test and push the up arrow until it reads 100%
- e. Select "Start"
- f. Wait and listen to ensure that the system sounds as if it has ramped up to full fan speed. This may take a few minutes depending on the indoor unit characteristics
- g. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for Trueflow plate test
- h. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Exit Service Menu

- a. To exit the Service menu, press "DONE" in the bottom right hand corner of the screen

## 7. Exit Set-Up Menu

- a. Depending on which Setup menu screen you are on, press "BACK" until you reach the main service menu screen
- b. Press "Exit" and you will return to the home screen

**Caution: On the first screen when entering installer set-up mode (service menu), always press "Cancel" rather than "Save" to avoid changing original installer settings.**

**Resources:** Carrier Support: 1-800-227-7437

**Sources:** Installation Manual: <http://www.utcccs-cdn.com/hvac/docs/1009/Public/09/SYSTXCCITC-02SI.pdf>



# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Daikin

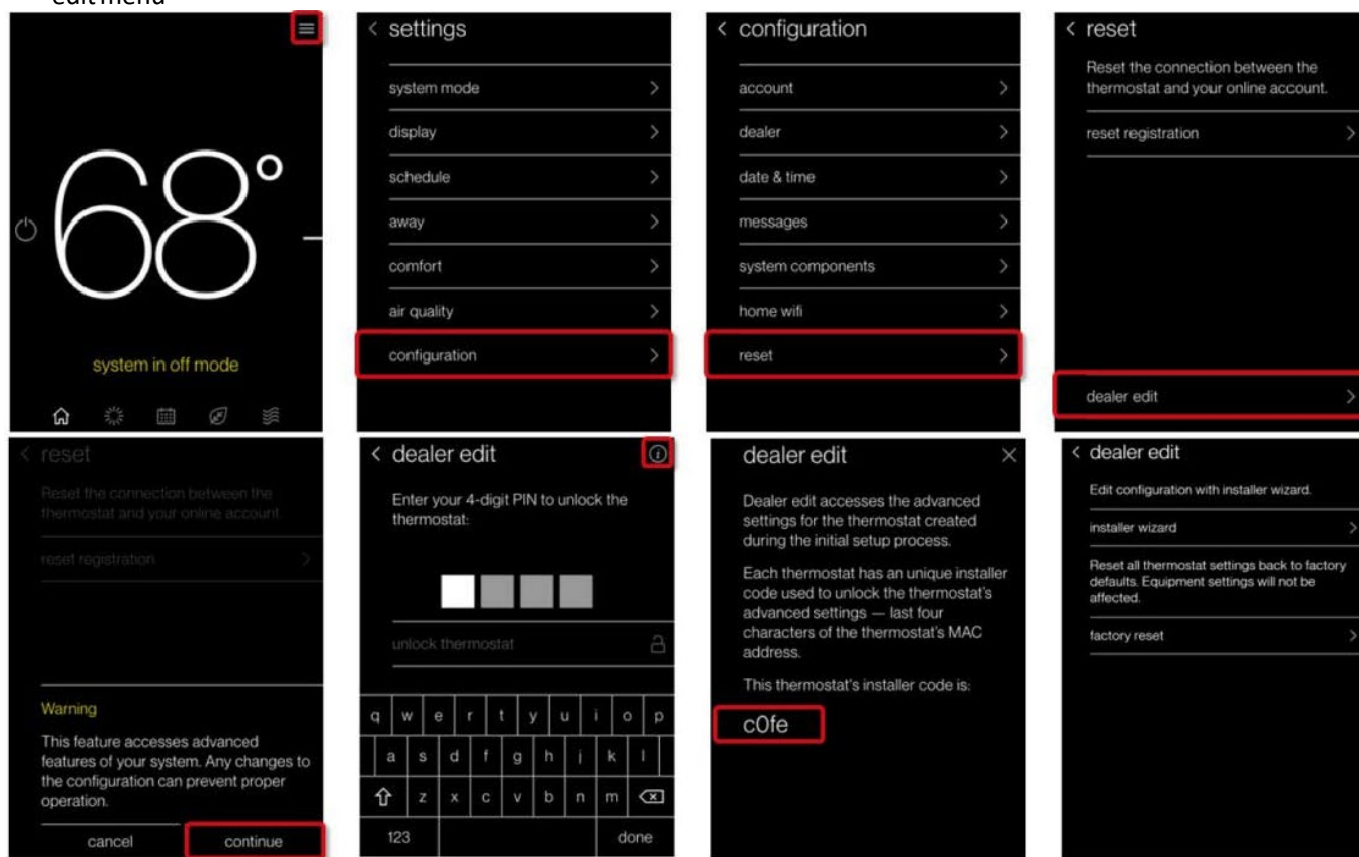
Thermostat Models: Daikin One+

On first time start up the thermostat install wizard will have you set the lockouts as part of the commissioning process. Make sure you choose "Begin Full Set Up" to get the full list of choices.

Is a Password Required? YES

## 1. How to View and Edit Thermostat Configuration

- Press "MENU", the three lines in the upper right corner of the home screen
- Press "CONFIGURATION" to access the service menu
- Press "RESET"
- Press "DEALER EDIT"
- Press "Continue"
- Press the "i" (info button) on the upper right-hand corner of the screen
- Note the installer code at the bottom and enter it into the dealer edit screen
- Select "edit configuration with installer wizard" to enter the dealer edit menu



## 2. Determine System Characteristics Through T-Stat (From Dealer Edit Menu)

- Once in the dealer edit menu press "EQUIPMENT SETUP"
- Press on piece of equipment you would like the information on i.e. coil or heat pump

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Daikin

**Thermostat Models:** Daikin One+

## 3. Check Compressor Lockout settings (From Dealer Edit Menu)

- a. Press "EQUIPMENT"
- b. Press "HEAT PUMP"
- c. Press "HEAT PUMP SETTINGS"
- d. Press "HEAT PUMP LOCKOUT TEMP" OR "BALANCE POINT" (Dual fuel only)
- e. Select compressor lockout temp at or below 5F (Default is 30)

## 4. Check Strip Heat Settings (From Dealer Edit Menu)

- a. Follow steps 3a to 3c
- b. Press "AUX HEAT LOCKOUT TEMP"
- c. Select aux lockout temp at or below 35F (Default is 50)

## 5. Access Test Mode For Testing at Full Capacity – (From Dealer Edit Menu)

- a. Press "SYSTEM OPTIMIZATION" in the lower left corner of the home screen
- b. Press "SYSTEM TEST" to access the service menu
- c. Press "CHARGE MODE" for cooling or "HEAT PUMP HEAT" for heating mode (please read thermostat descriptions of these tests carefully regarding these options, as this part of the menu tree may have changed)
- d. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
- e. Wait at least 20 to 25 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Exit Test Mode

- a. While in test mode, you can backout of the test menu via the < arrow button to return to home screen

**To avoid making permanent changes to the system NEVER press "Save" when in dealer edit mode.**

**Resources:** Daikin Customer Support: 1-855-770-5678

[https://daikinone.com/smart\\_thermostats/oneplus/pros/DaikinOnePlus-CommissioningMenuOutline.pdf](https://daikinone.com/smart_thermostats/oneplus/pros/DaikinOnePlus-CommissioningMenuOutline.pdf)

[https://daikinone.com/smart\\_thermostats/oneplus/pros/DaikinOnePlusProfessionals.pdf](https://daikinone.com/smart_thermostats/oneplus/pros/DaikinOnePlusProfessionals.pdf)

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Daikin, Honeywell

**Thermostat Models:** CTK04, THX9001R5029

**Caution: entering installer set-up mode may result in altering settings.  
Select "NO" when prompted "DO YOU WISH TO SAVE YOUR CHANGES"**

## Is a Password Required? YES

Password is 4-digit date code

Password can be found in two ways:

- a.
  1. Press "Menu"
  2. Scroll Down and Select "EQUIPMENT STATUS" to find date code
- b.
  1. Remove Thermostat from wall
  2. Password (date code) is 4 digits listed to the right of the model number



*It is recommended that the thermostat not be removed from the wall if possible.  
If the installer did not configure dealer information during the initial installation,  
a password can only be obtained by removing the unit from the wall.*

## 1. How to enter installer set-up

- a. Press Menu in the top right corner of the home screen
- b. Scroll to bottom and select "INSTALLER OPTIONS"
- c. Enter 4 digit password (instructions above) and press "DONE"
- d. Select "VIEW/EDIT CURRENT SETUP". **DO NOT ENTER THE CREATE SETUP MENU BY SELECTING "CREATE SETUP" AT ANY TIME.**

## 2. Determine system characteristics through T-Stat

- a. In the installer options menu accessed by following the steps listed above, select "VIEW/EDIT CURRENT SETUP". The accessed menu displays a list of options to select that show the different system characteristics enabled or programmed into/by the thermostat.

## 3. Check Compressor Lockout settings

- a. In the installer options menu, select "VIEW/EDIT CURRENT SETUP".
- b. Scroll to and select "HEAT/COOL CONTROL OPTIONS". A drop down menu will be displayed.
- c. From the drop down menu, scroll and select "COMPRESSOR LOCKOUT/BALANCE POINT". A screen for mode 3120, outdoor temperature lockouts will be displayed. This screen shows the activated lockout temperatures for both the compressor lockout and auxiliary heat lockout. The Compressor Lockout setting is displayed on the left and must be set to "Off" or 5 degrees to meet spec.
- d. NOTE- If no outdoor sensor is installed or enabled, lockouts will be displayed as OFF and are not adjustable.

## 4. Check Strip Heat settings

- a. In the installer options menu, select "VIEW/EDIT CURRENT SETUP".
- b. Scroll to and select "HEAT/COOL CONTROL OPTIONS". A drop down menu will be displayed.
- c. From the drop down menu, scroll and select "BACKUP HEAT LOCKOUT". A screen for mode 3120, outdoor temperature lockouts will be displayed. This screen shows the activated lockout temperatures for both the compressor lockout and auxiliary heat lockout. The Auxiliary Heat Lockout setting is displayed on the right and must be set to 35 degrees or lower to meet spec.
- d. NOTE- If no outdoor sensor is installed or enabled, lockouts will be displayed as OFF and are not adjustable.

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Daikin, Honeywell

**Thermostat Models:** CTK04, THX9001R5029

## 5. Access Test Mode for testing system at full capacity

- a. Press Menu
- b. Scroll to bottom and Select "INSTALLER OPTIONS"
- c. Enter 4-digit password and press "DONE"
- d. Scroll and select "INSTALLER TEST" to enter equipment test mode.
- e. Scroll and select "EQUIPMENT TEST". To select the desired system test, press "NEXT TEST" in the bottom right until the mode you wish to test is displayed.
- f. The first test screen is COOLING MODE; if you do not wish to test in cooling, press "NEXT TEST" to proceed to the next testing option.
- g. The second test screen option is the FAN TESTING MODE. This testing option should not be used for PTCS heat pump QA purposes. To access the HEATING TEST MODE, press "NEXT TEST" to proceed to the Heating test mode screen.
  - A. Heating mode: Once in the "EQUIPMENT TEST: HEAT STAGES" screen accessed by following the steps above, select the compressor button on the left for the desired stage you wish to test in. If there is more than 1 compressor stage, more than 1 button will be displayed. Press the button for the highest stage to test heating in the highest stage. A timer will begin to count as the test proceeds.
  - B. Cooling mode: The first test screen displayed when entering test mode is the "EQUIPMENT TEST: COOL STAGES" option. To test cooling, select the highest compressor stage button displayed on the screen. A timer will begin to count as test proceeds.
  - C. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely.
  - D. Wait at least 15 to 20 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state. **System test automatically times out after 30 minutes of inactivity.**

## 6. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. Select the "EXIT TEST" button at the bottom of the testing screen to stop testing and exit test mode. Continue to select the "previous screen" button until the display returns to the main menu screen.
- c. Select the "HOME" button at the top left of the screen to return to the home screen and ensure the system is set at the original comfort settings.

## 7. Exit Set-Up Mode

- a. From the "VIEW/EDIT CURRENT SETUP" screen, select "DONE" to return to the installer options screen.
- b. From the installer options screen, select "PREVIOUS MENU" on the left to return to the options menu.
- c. From the options menu, select the "HOME" button on the top left of the screen to return to the home screen.

**Caution: entering installer set-up mode may result in altering settings.**

**When exiting Installer options, Select "NO" when prompted "DO YOU WISH TO SAVE YOUR CHANGES"**

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

**Source:** [http://www.forwardthinking.honeywell.com/products/thermostats/thermostat\\_products.html](http://www.forwardthinking.honeywell.com/products/thermostats/thermostat_products.html)

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Ecobee

**Thermostat Models:** Ecobee 3 Lite, Ecobee 4, Ecobee 5, Ecobee 6 Enhanced, Ecobee 6 Premium

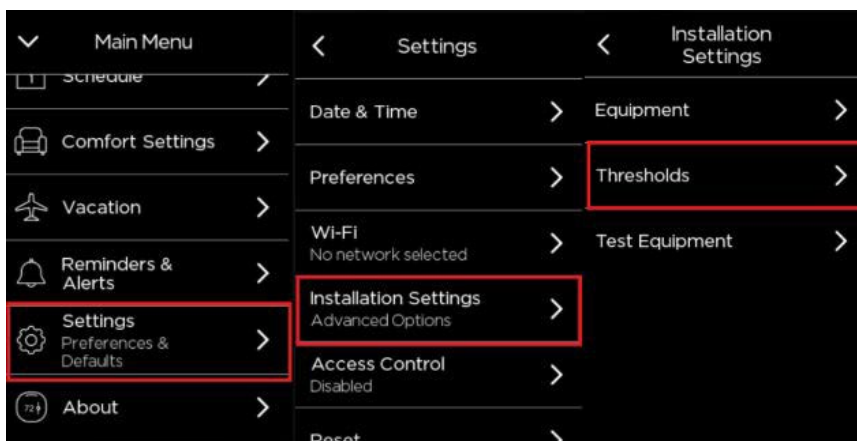
Is a Password Required? NO

## 1. Determine System Characteristics Through T-Stat

- Press "MENU" (the three lines in the lower left corner of the home screen)
  - "MENU" is the three lines in the top right corner for Ecobee 6 models
- Press "ABOUT" to display basic system characteristics such as software version

## 2. Check Compressor Lockout settings

- Press "MENU" (the three lines in the lower left corner of the home screen)
  - "MENU" is the three lines in the top right corner for Ecobee 6 models
- Press "SETTINGS" to access the installation settings menu
- Press "INSTALLATION SETTINGS"
- Press "THRESHOLDS"
- Press "COMPRESSOR MIN TEMPERATURE"
- Set to "DISABLED" or  $\leq 5F$



## 3. Check Strip Heat settings

- From the threshold menu listed in steps 2a-2d scroll down to "AUX HEAT MAX OUTDOOR TEMPERATURE"  
The temperature should be set to  $\leq 35F$

## 4. How to Enter System Test Mode

- Press "MENU", the three lines in the lower left corner of the home screen
  - "MENU" is in the top right corner for Ecobee 6 models
- Press "SETTINGS" to access the installation settings menu
- Press "INSTALLATION SETTINGS"
- Press "TEST EQUIPMENT"
- Choose heating or cooling mode for testing
- Simply back out of that menu once testing is complete to cancel the test mode

**Resources:** Ecobee Customer Support 1-877-932-6233, <https://support.ecobee.com/hc/en-us/articles/360002020552-Threshold-settings-for-ecobee-thermostats>

# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Honeywell

Thermostat Models: Prestige IAQ

**NOTE: Instructions only apply to the Prestige IAQ thermostats (YTHX9421R5 ---- WW) and NOT the Wi-Fi 9000 series (TH9320WF, RTH9585WF). The Wi-Fi 9000 series does not have lockout capabilities and looks identical from the face. To determine if the thermostat is a Wi-Fi 9000 series, press "MENU" in the top right corner of the home screen, then press "Equipment Status". Scroll down to see the model number listed under "Thermostat information". Alternatively, menu items "DEALER INFORMATION" or "INSTALLER OPTIONS" will not be found in the "MENU" selections. If the Wi-Fi 9000 is used, alternative methods must be used to regulate strip heat.**

**Caution: Entering installer set-up mode may result in altering settings. Select "NO" when prompted "DO YOU WISH TO SAVE YOUR CHANGES"**

## Is a Password Required? YES

Password is 4-digit date code

Password can be found in two ways:

- a. 1. Press "Menu"
2. Scroll Down and Select "Dealer Information"
3. If dealer information is configured, "Date Code" will be displayed
- b. 1. Remove Thermostat from wall
2. Password (date code) is 4 digits listed to the right of the model number

*It is recommended that the thermostat not be removed from the wall if possible. If the installer did not configure dealer information during the initial installation, a password can only be obtained by removing the unit from the wall.*



## 1. How to enter installer set-up

- a. Press "MENU" in the top right corner of the home screen
- b. Scroll to bottom and select "INSTALLER OPTIONS"
- c. Enter 4 digit password (instructions above) and press "DONE"
- d. Select "VIEW/EDIT CURRENT SETUP". **DO NOT ENTER THE CREATE SETUP MENU BY SELECTING "CREATE SETUP" AT ANY TIME.**

## 2. Determine system characteristics through T-Stat

- a. In the installer options menu accessed by following the steps listed above, select "VIEW/EDIT CURRENT SETUP". The accessed menu displays a list of options to select that show the different system characteristics enabled or programmed into/by the thermostat

## 3. Check Compressor Lockout settings

- a. In the installer options menu, select "VIEW/EDIT CURRENT SETUP"
- b. Scroll to and select "HEAT/COOL CONTROL OPTIONS". A drop-down menu will be displayed
- c. From the drop-down menu, scroll and select "COMPRESSOR LOCKOUT/BALANCE POINT". A screen for mode 3120, outdoor temperature lockouts will be displayed. This screen shows the activated lockout temperatures for both the compressor lockout and auxiliary heat lockout. The Compressor Lockout setting is displayed on the left and must be set to "Off" or 5 degrees to meet spec
- d. NOTE- If no outdoor sensor is installed or enabled, lockouts will be displayed as OFF and are not adjustable

## 4. Check Strip Heat settings

- a. In the installer options menu, select "VIEW/EDIT CURRENT SETUP"
- b. Scroll to and select "HEAT/COOL CONTROL OPTIONS". A drop-down menu will be displayed
- c. From the drop down menu, scroll and select "BACKUP HEAT LOCKOUT". A screen for mode 3120, outdoor temperature lockouts will be displayed. This screen shows the activated lockout temperatures for both the

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell

**Thermostat Models:** Prestige IAQ

compressor lockout and auxiliary heat lockout. The Auxiliary Heat Lockout setting is displayed on the right and must be set to 35 degrees or lower to meet spec

- d. NOTE- If no outdoor sensor is installed or enabled, lockouts will be displayed as OFF and are not adjustable

## 5. Access Test Mode for testing system at full capacity

- a. Press "MENU"
- b. Scroll to bottom and Select "INSTALLER OPTIONS"
- c. Enter 4-digit password and press "DONE"
- d. Scroll and select "INSTALLER TEST" to enter equipment test mode
- e. Scroll and select "EQUIPMENT TEST". To select the desired system test, press "NEXT TEST" in the bottom right until the mode you wish to test is displayed
- f. The first test screen is COOLING MODE; if you do not wish to test in cooling, press "NEXT TEST" to proceed to the next testing option
- g. The second test screen option is the FAN TESTING MODE. This testing option should not be used for PTCS heat pump QA purposes. To access the HEATING TEST MODE, press "NEXT TEST" to proceed to the Heating test mode screen
  - A. Heating mode: Once in the "EQUIPMENT TEST: HEAT STAGES" screen accessed by following the steps above, select the compressor button on the left for the desired stage you wish to test in. If there is more than 1 compressor stage, more than 1 button will be displayed. Press the button for the highest stage to test heating in the highest stage. A timer will begin to count as the test proceeds
  - B. Cooling mode: The first test screen displayed when entering test mode is the "EQUIPMENT TEST: COOL STAGES" option. To test cooling, select the highest compressor stage button displayed on the screen. A timer will begin to count as test proceeds
  - C. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
  - D. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state. **System test automatically times out after 30 minutes of inactivity**

## 6. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. Select the "EXIT TEST" button at the bottom of the testing screen to stop testing and exit test mode. Continue to select the "previous screen" button until the display returns to the main menu screen
- c. Select the "HOME" button at the top left of the screen to return to the home screen and ensure the system is set at the original comfort settings

## 7. Exit Set-Up Mode

- a. From the "VIEW/EDIT CURRENT SETUP" screen, select "DONE" to return to the installer options screen
- b. From the installer options screen, select "PREVIOUS MENU" on the left to return to the options menu
- c. From the options menu, select the "HOME" button on the top left of the screen to return to the home screen

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

**Source:** <https://www.manualslib.com/manual/1064517/Honeywell-Prestige-Iaq-Ythx9421.html>



# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Honeywell

Thermostat Models: T6 Pro TH6320U2008, TH6220U2000, TH6210U2001

Caution, entering installer set-up mode may result in altering settings

Do not press the + or – buttons when in the installer set-up (ISU) or settings will be altered

Is a Password Required? No

## 1. How to enter installer set-up

- Press and hold the center button and + button for 5 seconds
- You are now in the advanced menu and should see “ISU” displayed
- Press the button under “Select”
- You are now in the installer set-up (ISU)



## 2. Determine system characteristics through T-Stat

- From the installer set-up, scroll through the ISU menu by pressing the button under “Select”. **Note: refrain from pressing buttons under the + and - as this will change the settings**
- ISU 200 should be set to 2 indicating Heat Pump
- ISU 220 indicates the number of compressor stages
- ISU 221 indicates the number of backup heat stages

## 3. Check Compressor Lockout settings

- From the installer set-up, scroll through the ISU menu by pressing the button under “Select”. **Note: refrain from pressing buttons under the + and - as this will change the settings**
- Scroll through until ISU 130 is displayed, referred to as Outdoor Sensor
- Must be set to “1” indicating a wired outdoor sensor is installed. “0” means no outdoor sensor is installed therefore disabling lockout features. This thermostat is not Wi-Fi enabled and must have a wired outdoor sensor to meet spec
- Scroll through until ISU 355 is displayed, referred to as the Compressor Lockout/Balance Point
- ISU 355 must be set to “\_ \_” meaning it’s disabled, or set to 5 degrees or less to meet spec

## 4. Check Strip Heat settings

- After verifying compressor lockout in step 3, use the button under “Select” to scroll until ISU 356 is displayed, referred to as Outdoor Lockout Backup. **Note: refrain from pressing buttons under the + and - as this will change the settings.** If ISU 356 is not listed as an option, strip heat lockout is not configured and does not meet spec
- Verify temperature is set to 35 degrees or less to meet spec. Note that ISU 130, Outdoor Sensor, must be set to “1” as viewed in step 3c or strip heat lockout will not function
- Press the button under “Home” to return to the advanced menu



# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell

**Thermostat Models:** T6 Pro TH6320U2008, TH6220U2000, TH6210U2001

## 5. Access Test Mode for testing system at full capacity

- a. From the advanced menu accessed in steps 1a – 1b, press the button under + to scroll through the advanced menu until “Test” is displayed
- b. Press the button under “Select” to enter test mode
- c. Press the button under + to scroll through the various tests:
  - A. Heating mode: scroll until "Heat" is displayed and press the button under "Select". Using the button under +, press until the highest available compressor stage is displayed. Timer will begin to count as test proceeds. **Do not scroll past the highest available heat stage of the compressor. This will cause strip heat to come on**
  - B. Cooling mode: scroll until "Cool" is displayed and press the button under "Select". Using the button under +, press until the highest available compressor stage is displayed. Timer will begin to count as test proceeds
  - C. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
  - D. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state. **System test automatically times out after 30 minutes of inactivity**

## 6. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. To cancel test, press the button under “Home” to return to the advanced menu

## 7. Exit Set-Up Mode

- a. From the advanced menu, press the button under “Home” to return to the home screen
- b. If left alone, system set-up automatically times out after 30 minutes of inactivity and returns to original settings

**Caution, entering installer set-up mode may result in altering settings**

**Do not press the + or – buttons when in the installer set-up (ISU) or settings will be altered**

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

**Source:** [https://forwardthinking.honeywellhome.com/related\\_links/thermostats/tseries/Lyric\\_T6\\_Pro\\_Wi-Fi\\_Installation\\_Instruction\\_-\\_33-00181.pdf](https://forwardthinking.honeywellhome.com/related_links/thermostats/tseries/Lyric_T6_Pro_Wi-Fi_Installation_Instruction_-_33-00181.pdf)

# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Honeywell

Thermostat Models: Lyric T6 Pro TH6320WF2003, TH6220WF2006

Caution, entering installer set-up mode may result in altering settings

Do not select "Reset" at any time or thermostat will be reset to factory settings

Is a Password Required? No

## 1. How to enter installer set-up

- Press and hold "Menu" for 5 seconds
- You are now in the advanced menu and should see "Device Setup" displayed
- Press "Select"
- You are now in the installer set-up (ISU)



## 2. Determine system characteristics through T-Stat

- From the installer set-up, scroll through the ISU menu by pressing < and >. **Note: refrain from pressing "Edit" as this will change the settings**
- ISU 200 should be set to "Heat Pump"
- ISU 220 indicates number of compressor stages
- ISU 221 indicates the number of AUX/E stages

## 3. Check Compressor Lockout settings

- From the installer set-up, scroll through the ISU menu by pressing < and >. **Note: refrain from pressing "Edit" as this will change the settings**
- Scroll through until ISU 130 is displayed, referred to as Outdoor Temp
- Must be set to "Wired" indicating a wired outdoor sensor is installed or "Internet" indicating a Wi-Fi connection is used for outdoor temperature. "No" means no outdoor temperature sensing capabilities are enabled and does not meet spec. If a Wi-Fi connection is being used, ensure a Wi-fi icon is displayed in the upper right-hand corner. If no icon is displayed or there is an "X" beside it, the connection is disconnected or isn't set up. This causes the lockout settings to be disabled and does not meet spec
- Scroll through until ISU 355 is displayed, referred to as the Balance Point
- ISU 355 must be set to "Off", or 5 degrees or less to meet spec

## 4. Check Strip Heat settings

- After verifying compressor lockout in step 3, press < and > to scroll until ISU 356 is displayed, referred to as Aux Heat Lock Out. **Note: refrain from pressing "Edit" as this will change the settings.** If ISU 356 is not listed as an option, strip heat lockout is not configured and does not meet spec
- Verify temperature is set to 35 degrees or less to meet spec. If set to "Off", strip heat lockout is disabled and does not meet spec. Note that ISU 130, Outdoor Temp, must be configured properly as described in step 3c or strip heat lockout will not function
- Press "Back" to return to the advanced menu

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell

**Thermostat Models:** Lyric T6 Pro TH6320WF2003, TH6220WF2006

## 5. Access Test Mode for testing system at full capacity

- a. From the advanced menu accessed in steps 1a – 1b, press < and > to scroll through the advanced menu until "System Test" is displayed
- b. Press "Select" to enter test mode
- c. Press < and > to scroll through the various tests:
  - A. Heating mode: scroll until "Heat Test" is displayed and press "Select". Press + until the highest available compressor stage is displayed. Timer will begin to count as test proceeds. **Do not scroll past the highest available heat stage of the compressor. This will cause strip heat to come on**
  - B. Cooling mode: scroll until "Cool Test" is displayed and press "Select". Press+ until the highest available compressor stage is displayed. Timer will begin to count as test proceeds
  - C. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
  - D. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state. **System test automatically times out after 30 minutes of inactivity**

## 6. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default
- b. To cancel test, press "Done". Press "Back" to return to the advanced menu

## 7. Exit Set-Up Mode

- a. From the advanced menu, press "Back" to return to the home screen
- b. If left alone, system set-up automatically times out after 30 minutes of inactivity and returns to original settings

**Caution, entering installer set-up mode may result in altering settings  
Do not select "Reset" at any time or thermostat will be reset to factory settings**

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

**Source:** [https://forwardthinking.honeywellhome.com/related\\_links/thermostats/tseries/Lyric\\_T6\\_Pro\\_Wi-Fi\\_Professional\\_Install\\_Guide\\_-\\_33-00153.pdf](https://forwardthinking.honeywellhome.com/related_links/thermostats/tseries/Lyric_T6_Pro_Wi-Fi_Professional_Install_Guide_-_33-00153.pdf)

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell

**Thermostat Models:** Wi-Fi and RedLINK VisionPRO 8000 (Models: TH8321WF, TH8321R, TH8320R, TH8110R)

**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 in two ways:

- a.
  1. Press "Menu"
  2. Select "Dealer Information"
  3. Scroll Down to "Date Code"
- b.
  1. Remove Thermostat from wall
  2. Password (date code) is 4 digits listed to the right of the model number

*It is recommended that the thermostat not be removed from the wall, if possible.  
If the installer did not configure dealer information during the initial installation,  
a password can only be obtained by removing the unit from the wall.*



## 1. How to enter installer set-up

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

## 2. Determine system characteristics through T-Stat

- a. Scroll through "Installer Setup" options by pressing "Next". Note: refrain from pressing the up and down arrows as this will change the settings
- b. Code 200 is for Conventional Forced Air
- c. Code 201 is for Air-to-Air Heat Pump
- d. Code 202 (1-3) and Code 207 (1-4) are for Heat Stages/Backup heat stages, and compressor stages

## 3. Check Outdoor Temperature Sensing Capabilities

- a. From "Installer Setup", scroll through settings to ensure outdoor air temperature is being collected by either Wi-Fi, wired outdoor sensor, or wireless outdoor sensor (on RedLINK enabled models only)
- b. For Wi-Fi connection with no wired outdoor sensor: Press "MENU" and select "Wi-Fi SETUP" to determine if Wi-Fi is activated. Ensure Code 106 "Outdoor Sensor" is set to "Yes"
- c. For a wired outdoor sensor: Ensure Code 106 "Outdoor Sensor" is set to "Yes", Code 500a "Wired Sensor on S Terminals" is set to "Yes", and Code 500b "Wired Outdoor Sensor" is set to "Yes"
- d. For RedLINK models with wireless outdoor sensor: Ensure Code 106 "Outdoor Sensor" is set to "Yes"

## 4. Check Compressor Lockout settings

- a. From "Installer Setup", scroll through settings to Code 312 "Outdoor Lockout HEAT PUMP"
- b. Must be set to "Off", or 5 degrees or less to meet spec

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell

**Thermostat Models:** Wi-Fi and RedLINK VisionPRO 8000 (Models: TH8321WF, TH8321R, TH8320R, TH8110R)

## 5. Check Strip Heat settings

- a. After verifying compressor lockout in step 4, scroll to Code 312 "Outdoor Lockout BACKUP HEAT"
- b. Verify temperature is set to 35 degrees or less to meet spec

## 6. Access Test Mode for testing system at full capacity

- a. Press Menu
- b. Scroll to bottom and Select "Installer Options"
- c. Enter 4-digit password and press "DONE"
- d. Scroll and select "Installer Setup"
- e. Scroll and select "Installer Test" below "Installer Setup" to enter Test Mode
- f. Scroll and select desired system to test:
  - A. Heating mode: scroll down to "Heat Stages" and press "Select". Cycle to the highest heat stage available by pressing the up-arrow button on the top right to test in the highest compressor heating setting. Timer will begin to count as test proceeds. **If unit is a single stage system, when testing in "HEAT STAGES" do not scroll to heat stage 2. This will cause strip heat to come on.**
  - B. Cooling mode: scroll down to "Cool Stages" and press "Select". Cycle to highest cooling stage available by pressing the up arrow button on the top right to test in the highest compressor cooling setting. Timer will begin to count as test proceeds.
  - C. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely.
  - D. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state. **System test automatically times out after 30 minutes of inactivity.**

## 7. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. Press "Home" to exit test mode, or "back" to select a different stage or mode to test

## 8. Exit Set-Up Mode

- a. Select "DONE"
- b. Next screen prompt says "Do you want to exit installer setup?"; select "YES"
- c. Next screen prompt says "Do you want to save changes"; select "NO"
- d. If left alone, system set-up automatically times out after 30 minutes of inactivity and returns to original settings

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

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

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

# 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 "InstallerOptions"
- 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.

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

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

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

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell VisionPRO IQ

**Thermostat Models:** YTH9421C1010, YTH9421C1002, TH9421C1004

**Caution, scrolling through function settings while installer set-up mode may result in altered settings.**

Is a Password Required? NO

## 1. How to enter installer set-up

- From the home screen, press "SYSTEM" on the left hand side of the screen. Five of the seven buttons along the bottom row should become blank.
- Press the third button in from the left and right simultaneously. Hold for several seconds and until the display changes.
- Two scrollable settings will be displayed. The up/down arrows in the center of the screen scroll through "functions" menu. The up/down arrows to the right adjust the specific setting for the displayed function.



## 2. Determine system characteristics through T-Stat

- Scroll through installer set-up function options accessed in Step 1 by pressing the down arrow on the center function menu option
- Function Code 172, setting 1 is for Conventional Forced Air
- Function Code 173, setting 0 is for Air-to-Air Heat Pump
- Function Code 174 (settings 0,1, or 2) is the number of cooling compressor stages
- Function Code 176 (settings 0,1,2, or 3) is the number of Heat Stages/Backup heat stages, and compressor stages
- Function Code 342 determines if an outdoor sensor is configured. Setting 1 means there is an outdoor sensor installed and 0 means there is not. If 0 is selected, lockout options will not be displayed in the function menu.
- SCROLLING THROUGH THE SETTINGS MENU ON THE FAR RIGHT IN EACH FUNCTION PERMANENTLY SAVES CHANGES UPON EXITING THE INSTALLER SETUP.**  
**DO NOT SCROLL THROUGH SETTINGS OPTIONS TO THE FAR RIGHT, SIMPLY VIEW WHAT THEY ARE.**

## 3. Check Compressor Lockout settings

- From the installer set-up mode, scroll down through the functions menu (up/down arrows in the center of the screen) to option **350**
- The settings for this function is displayed on the right. "0" means that the compressor lockout is disabled. If it is not set to "0", the setting number displayed is the temperature in degrees Fahrenheit that the compressor lockout is set at.
- Compressor Heating Lockout must be set to "Disable" or 5 degrees to meet PTCS specification

## 4. Check Strip Heat settings

- From the installer set-up mode, scroll down through the functions menu (up/down arrows in the center of the screen) to option **360**
- The settings for this function are displayed on the right. "0" means that the auxiliary heat lockout is disabled. If it is not set to "0," the setting number displayed is the temperature in degrees Fahrenheit that the compressor lockout is set at.
- Auxiliary Heat Lockout (strip heat lockout) must be set to "35" or lower to meet PTCS specification

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Honeywell VisionPRO IQ

**Thermostat Models:** YTH9421C1010, YTH9421C1002, TH9421C1004

## 5. Access Test Mode for testing system at full capacity

- a. From the installer set-up menu accessed in Step 1, scroll through the functions menu by pressing the down arrow in the center of the screen until "TEST" appears on the left.
  - A. Heating mode: With "TEST" displayed on the left, press the up/down arrows on the center set of arrows until **3** is displayed in the top center of the screen. Once System Test 3 is selected, press the up/down arrows on the far right of the screen to select the stage of heating you desire to test in.  
**If unit is a single stage system, when testing in heating mode do not scroll to 2 on the right. This will cause strip heat to come on. The number of heat stages including strip heat is displayed in the number on the far right.**
  - B. Cooling mode: With "TEST" displayed on the left, press the up/down arrows on the center set of arrows until **1** is displayed in the top center of the screen. Once System Test 1 is selected, press the up/down arrows on the far right of the screen to select the stage of cooling you desire to test in.
  - C. Wait at least 5 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely.
  - D. Wait at least 20 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.
  - E. **The system tests automatically time out after 30 minutes of inactivity. Changing the selected test or stage automatically resets the timer back to 0 and restarts the test.**

## 6. Exit Test Mode

- a. System tests automatically time out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. Press "DONE" on the bottom left at any time to exit test modes.

## 7. Exit Set-Up Mode

- a. Select "DONE"
- b. If left alone, system set-up automatically times out after 30 minutes of inactivity and returns to original settings
- c. **SCROLLING THROUGH THE SETTINGS MENU ON THE FAR RIGHT IN EACH FUNCTION PERMANENTLY SAVES CHANGES UPON EXITING THE INSTALLER SETUP. DO NOT SCROLL THROUGH SETTINGS OPTIONS ON THE FAR RIGHT, SIMPLY VIEW WHAT THEY ARE.**

**Caution, scrolling through function settings while in installer set-up mode may result in altered settings.**

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

**Source:** [http://www.forwardthinking.honeywell.com/products/thermostats/thermostat\\_products.html](http://www.forwardthinking.honeywell.com/products/thermostats/thermostat_products.html)



# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Lennox iComfort Wi-Fi

*The Lennox iComfort is a communicating t-stat compatible with iComfort enabled units only*

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

Is a Password Required? **NO**

## 1. How to enter installer set-up

- On Home screen, press and hold for 5 seconds the LENNOX icon in the bottom right corner
- A warning screen pops up, press "Yes" to proceed  
**Do Not Press RESET**
- You are now in the installer set-up feature



## 2. Check Compressor Lockout settings - *Lennox refers to this feature as "Low Balance Point"*

- From the installer set up home screen, press "Equipment" in the top center of the screen
- Select "System" from the menu, and press the "Edit" button on the right
- On the menu to the left, press the scroll down button to "Low Balance Point". The compressor lockout temperature should be displayed next to the scroll down menu. If "Low Balance Point" is not displayed, the compressor lockout has not been configured.
- Click the "back" button to return to the previous screen without changing any settings
- Do not hit the reset button at any time**

## 3. Check Strip Heat settings - *Lennox refers to this feature as "High Balance Point"*

- From the installer set up home screen, press "Equipment" in the top center of the screen
- Select "System" from the menu, and press the "Edit" button on the right
- On the menu to the left, press the scroll down button to "High Balance Point". The strip heat lockout temperature should be displayed next to the scroll down menu. If "High Balance Point" is not displayed, the compressor lockout has not been configured.
- Click the "back" button to return to the previous screens without changing any settings
- Do not hit the reset button at any time**

## 4. Access Test Mode for testing system at full capacity

- On the system devices screen (screen entered when you hit the back button once to exit looking at high/low balance point) click on the "Tests" button in the top center of the screen
- Select the test you wish to run. Test mode runs for 30 minutes for each mode selected, or until cancelled:
  - Cooling mode: select "Cooling - Maximum Rate" and press "Start"
  - Heating mode: select "HP Heat - Maximum Rate" and press "Start"
- Always select "Max" setting for determining flow in test mode. Test mode enables fan on high setting without allowing auxiliary backup heat to come on.
- Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Lennox iComfort Wi-Fi

*The Lennox iComfort is a communicating t-stat compatible with iComfort enabled units only*

## 5. Exit Test Mode

- a. Press the "Next" button when you are finished running in your desired test mode.
- b. A screen pops up that says "The Testing Process is Finished"; on this screen press "Exit" and it will return to the home screen

## 6. Exit Set-Up Mode

- a. From System devices screen, (screen entered when you hit the back button to exit looking at high/low balance point), press "Next"
- b. A screen pops up that says "The Testing Process is Finished"; on this screen press "Exit" and it will return to the home screen

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

**Resources:** Lennox customer support: 1-800-9-LENNOX. Technical support only available to authorized Lennox dealers.

**Source:** Lennox installers system set-up guide, revision 506920-01

[http://www.lennox.com/pdfs/installation\\_maintenance/Lennox\\_icomfortWiFi\\_Setup.pdf](http://www.lennox.com/pdfs/installation_maintenance/Lennox_icomfortWiFi_Setup.pdf)

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Lennox iComfort S30 and S40

*The Lennox iComfort S30 is a communicating t-stat compatible with iComfort enabled units only*

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

Is a Password Required? **NO**

## 1. How to enter installer set-up

- On the home screen, click on the square boxes in the upper right hand corner and then select "Settings"
- On left side of the screen, select "Advanced Settings" and then "View Dealer Control Center"
- A warning screen pops up; press "Proceed" to continue to dealer control center
- Do not hit the reset button at any time**
- You are now in the installer set-up feature



## 2. Check Compressor Lockout settings - *Lennox refers to this feature as "Low Balance Point"*

- Once in the dealer control center, press on "Equipment" on the bottom left of the screen
- Select "Smart Hub" from the menu
- Scroll down and ensure "Balance Point Control" is enabled
- If enabled, "Low Balance Point" should be listed as "On" and the temperature setting displayed
- If "Balance Point Control" is disabled or "Low Balance Point" is not listed as "On", the compressor lockout has not been configured
- Click the "back" button to return to the previous screen without changing any settings
- Do not hit the reset button at any time**

## 3. Check Strip Heat settings - *Lennox refers to this feature as "High Balance Point"*

- Once in the dealer control center, press on "Equipment" on the bottom left of the screen
- Select "Smart Hub" from the menu
- Scroll down and ensure "Balance Point Control" is enabled
- If enabled, "High Balance Point" should be listed as "On" and the temperature setting displayed
- If "Balance Point Control" is disabled or "High Balance Point" is not listed as "On", the strip heat lockout has not been configured
- Click the "back" button to return to the previous screen without changing any settings
- Do not hit the reset button at any time**

## 4. Access Test Mode for testing system at full capacity

- From dealer control center (screen entered when you hit the back button once to exit looking at high/low balance point) click on the "Tests" button in the top center of the screen
- By default, all test types will be selected. Press "deselect all", followed by selecting the test you wish to run. Test mode runs for 30 minutes for each mode selected, or until cancelled:
  - Cooling mode: select "Cooling - Maximum Rate" and press "Start"
  - Heating mode: select "HP Heat - Maximum Rate" and press "Start"
- Always select "Max" setting for determining flow in test mode. Test mode enables fan on high setting without allowing auxiliary backup heat to come on
- Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Lennox iComfort S30 and S40

*The Lennox iComfort S30 is a communicating t-stat compatible with iComfort enabled units only*

## 5. Exit Test Mode

- a. Press the "Next" button when you are finished running in your desired test mode.
- b. A screen pops up that says "The Testing Process is Finished"; on this screen press "Exit" and it will return to the home screen

## 6. Exit Set-Up Mode

- a. From dealer control center, (screen entered when you hit the back button to exit looking at high/low balance point), press "exit"

<p><b>CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults</b></p>
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**Resources:** Lennox customer support: 1-800-9-LENNOX. Technical support only available to authorized Lennox dealers.

**Source:** Lennox iComfort S30 Installation and Setup Guide, revision 507536-01

[https://static.lennox.com/pdfs/owners/s30/Lennox\\_iComfortS30\\_Installation\\_Manual\\_Setup\\_Guide.pdf](https://static.lennox.com/pdfs/owners/s30/Lennox_iComfortS30_Installation_Manual_Setup_Guide.pdf)

# PTCS Heat Pump Thermostat Support Sheet


Manufacturer: Lennox

Thermostat Model: ComfortSense 7500

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

Is a Password Required? NO

## 1. How to enter installer settings

- On Home screen, press the ≡ icon in the top right corner
- Press and hold the settings icon  on the bottom right
- A warning screen pops up, press "Confirm" to proceed
- You are now in the installer settings menu



## 2. Determine system characteristics through T-Stat

- From the installer settings menu, scroll and select "System Setup" to display basic system characteristics such as system type and compressor stages. Press the < symbol to exit
- From the installer settings menu, select "Outdoor Sensor" and ensure it's set to "Yes". This thermostat does not have Wi-Fi capabilities and an outdoor sensor must be configured and installed as listed above for compressor and strip heat lockout functions to perform properly. Press the < symbol to return to the previous screen without changing any settings

## 3. Check Compressor Lockout settings - Lennox refers to this feature as "Low Balance Point"

- From the installer settings menu, scroll through the menu and select "Low Balance Point"
- The "Low Balance Point" will be displayed and can be set to "disable" or "enable" with a temperature setting of 5°F or less to meet PTCS specifications
- Press the < symbol to return to the previous screen without changing any settings

## 4. Check Strip Heat settings - Lennox refers to this feature as "High Balance Point"

- From the installer settings menu, scroll through the menu and select "High Balance Point"
- The "High Balance Point" will be displayed and must be set to "enable" with a temperature setting of 35°F or less to meet PTCS specifications
- Press the < symbol to return to the previous screen without changing any settings

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Lennox

**Thermostat Model:** ComfortSense 7500

## 5. Access Test Mode for testing system at full capacity

- a. From the installer settings menu, scroll through the menu and select "System Test Mode"
- b. A screen pops up indicating all the test mode options. By default, all test modes will be set to "Off"
  - a. Cooling mode: On the bottom of the list, toggle "OB" so that "O" is displayed. Toggle "G" to "On" to engage the fan. "Y1" and "Y2" will engage each available stage of the compressor. Toggle the Y switch(s) to "On" depending on the maximum cooling stage available. **The fan must run while compressor is running, or equipment damage could occur**
  - b. Heating mode: On the bottom of the list, toggle "OB" so that "B" is displayed. Toggle "G" to "On" to engage the fan. "Y1" and "Y2" will engage each available stage of the compressor. Toggle the Y switch(s) to "On" depending on the maximum heating stage available. **The fan must run while compressor is running, or equipment damage could occur**
- c. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- d. If test mode configuration yields low air flow, exit test mode and make a big call (at least 10 degrees) for heating or cooling depending on the type of test you wish to perform
- e. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Exit Test Mode

- a. Press the < symbol multiple times to keep backing out of each menu until it returns to the installer settings menu without changing any settings

## 7. Exit Set-Up Mode

- a. From the installer settings menu, press the < symbol to return to the home screen without changing any settings

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

**Resources:** Lennox customer support: 1-800-9-LENNOX. Technical support only available to authorized Lennox dealers.

**Source:** <https://www.manualslib.com/manual/982133/Lennox-Comfortsense-7500.html>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Mitsubishi

**Thermostat Models:** MHK1, MRCH1, MCCH1, MOS1

These thermostats require Mitsubishi's "Electric Heat Lockout Controller" Model# ETC-211000-MIT to qualify for PTCS if auxiliary heat is installed.

## 1. Test Menu

- a. Hold "Up" and "Down" buttons until display changes (about 3 seconds)
- b. Press "Next" until you reach option #50 (test mode)
- c. Press "Up" or "Down" arrows and select 1 for cool or 2 for heat
- d. Press "Done" to terminate the test.



## 2. Set Auxiliary Lockout (ETC-211-000-MIT) located in or near the air handler

- a. Press "SET" in the lower left corner of the home screen
- b. Press up or down to toggle between Fahrenheit or Celsius and press "SET" again
- c. Press up or down keys to choose temperature for stage one lockout. The LCD will display the current lockout temperature.
- d. Press "SET" to set the stage one differential, choose differential for when stage one Lockout will engage
- e. Press "SET" to switch to enter stage one mode (H1), press up or down key to toggle correct mode
- f. Press "SET" to enter stage 2 lockout and set the lockout temperature for stage 2 (H2) repeat steps d-e for stage 2 heating settings
- g. Press "SET" one last time to save the settings, or if after no keys are depressed for 30 seconds all settings will be saved at that point



## 3. Check Compressor Lockout settings

Compressor lockout is not applicable to this equipment for PTCS specs

**Resources:** Mitsubishi Customer Support: 1-800-433-4822.

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Mitsubishi

**Model:** MHK2

**This thermostat requires Mitsubishi's "Electric Heat Lockout Controller" Model# ETC-211000-MIT to qualify for PTCS if auxiliary heat is installed.**

## 1. Test Menu

You can test the system setup in "ADVANCED MENU" under "SYSTEM TEST" option.

- a. Press and hold "Menu" on the controller for 5 seconds to access "ADVANCED MENU" options.
- b. Touch "<" or ">" to go to "SYSTEM TEST".
- c. Touch "Select" or touch text area.
- d. Touch "<" or ">" to select system test type. Touch "Select" or the touch text area.
- e. For the Heat Test and Cool Test use "<" or ">" to activate equipment.



Note: The clock is used as a timer while Heat or Cool is running. The Heat and Cool indicators are displayed when the system test is running.

## 2. 2. Set Auxiliary Lockout (ETC-211-000-MIT) located in or near the air handler

- h. Press "SET" in the lower left corner of the home screen
- i. Press up or down to toggle between Fahrenheit or Celsius and press "SET" again
- j. Press up or down keys to choose temperature for stage one lockout. The LCD will display the current lockout temperature.
- k. Press "SET" to set the stage one differential, choose differential for when stage one Lockout will engage
- l. Press "SET" to switch to enter stage one mode (H1), press up or down key to toggle correct mode
- m. Press "SET" to enter stage 2 lockout and set the lockout temperature for stage 2 (H2) repeat steps d-e for stage 2 heating settings
- n. Press "SET" one last time to save the settings, or if after no keys are depressed for 30 seconds all settings will be saved at that point



## 3. Check Compressor Lockout settings

Compressor lockout is not applicable to this equipment for PTCS specs

**Resources:** Mitsubishi Customer Support: 1-800-433-4822.



# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Nest I, Nest II, Nest III

**Thermostat Models:** T100577, T200577, T3007ES

**Is a Password Required?** NO



## 1. How to enter installer set-up

- a. Press face of thermostat
- b. Rotate until Gear icon is on the top (Settings) and press the face of the thermostat
- c. Screen will automatically default to the home screen after 1 minute of inactivity

## 2. Determine system characteristics through T-Stat

- a. Press face of thermostat
- b. Rotate until Gear icon is at the top (Settings) and press the face of the thermostat
- c. Rotate until "Equipment" is displayed and press thermostat face
- d. Equipment detected will be displayed. With "Continue" highlighted in blue, press thermostat face again
- e. The system information will be displayed
- f. Press the thermostat face again and equipment settings will be displayed
- g. To exit make sure "Done" is highlighted in blue and press the face again

## 3. Check Compressor Lockout settings

- a. From Equipment settings accessed in Step 2, rotate until "Heat Pump" is highlighted and press the thermostat face
- b. "O" or "B" will be highlighted; press face of thermostat to continue. **Caution: any changes made will be permanent.**
- c. The screen will show "Use the heat pump compressor when the temperature is above: XX". "Always" or up to "5" degrees should be highlighted to meet the specification.
- d. To continue to check strip heat settings, press the thermostat face again

## 4. Check Strip Heat settings

- a. Follow steps 3-a through 3-d to view strip heat temperature settings
- b. The screen will show "Use the heat pump aux. heat when the temperature is below: XX". 35 degrees or below must be selected to meet the specification
- c. With "Done" highlighted in blue, press the thermostat face to return to Equipment settings  
**OR**
- d. Press face of thermostat
- e. Rotate until Gear icon is at the top (Settings) and press the face of the thermostat
- f. Rotate until "Nest Sense" is displayed and press thermostat face
- g. Rotate until "Heat Pump Balance" is displayed and press thermostat face
- h. "Max Savings" must be selected to meet the specification. "Done" will be highlighted to confirm, press the face
- i. To exit rotate the dial and make sure "Done" is highlighted in blue and press the face again

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Nest I, Nest II, Nest III

**Thermostat Models:** T100577, T200577, T3007ES

## 5. Access Test Mode for testing system at full capacity

- a. Follow steps 2-a through 2-e to reach system information settings
- b. When system information is displayed, rotate dial to select "Test", press thermostat face
- c. To select the test you wish to run:
  - A. Heating Mode: press face of thermostat as "Heat pump heating" should already be selected
  - B. Cooling mode: rotate dial to select "heat pump cooling" and press face of thermostat
- d. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for Trueflow plate test.
- e. Wait at least 15 to 20 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Exit Test Mode

- a. While in test mode, with "Done" highlighted, press the face of the thermostat
- b. System information will be displayed, "Continue" will be highlighted, press thermostat face again
- c. Equipment settings will be displayed, "Done" will be highlighted, press thermostat face again to fully exit

## 7. Exit Set-Up Mode

- a. From Settings screen, rotate to "Done" and press the thermostat face
- b. If screen is left untouched for 1 minute, it will return to the home screen by default

**Resources:** <https://nest.com/>

**Sources:** <https://nest.com/support/thermostat/>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Rheem/Ruud Econet

*The Rheem/Ruud Econet is a communicating t-stat compatible with Econet enabled units only*

**CAUTION: On the first screen entering installer set-up mode, do not press "defaults"; doing this resets all settings to factory defaults**

Is a Password Required? **NO**

## 1. How to enter installer set-up

- On home screen, select "Settings" on the bottom left side of the screen
- On the bottom right side of the screen, select "installer"
- You are now in the installer settings
- Do not hit the "defaults" button at any time**



## 2. Check Compressor Lockout settings

- Once in the installer settings, select "ac/hp" on the middle of the screen
- The ac/hp setting are now displayed
- Look for "Heat Pump Locked Out Below" setting towards the bottom of the list
- If enabled, "Heat Pump Locked Out Below" should have a temperature setting displayed on the right side of the screen
- If "Heat Pump Locked Out Below" is displayed as "Disabled", the compressor lockout has not been configured
- Select the "↩" symbol three times to return to the home screen without changing any settings
- Do not hit the "defaults" button at any time**

## 3. Check Strip Heat settings

- Once in the installer settings, select "ac/hp" on the middle of the screen
- The ac/hp setting are now displayed
- Look for "Elec. Heat Locked Out Above" setting towards the bottom of the list
- If enabled, "Elec. Heat Locked Out Above" should have a temperature setting displayed on the right side of the screen
- If "Elec. Heat Locked Out Above" is displayed as "Disabled", the strip heat lockout has not been configured
- Select the "↩" symbol three times to return to the home screen without changing any settings
- Do not hit the "defaults" button at any time**

## 4. Access Test Mode for testing system at full capacity

- Ensure the thermostat is set to the correct mode on the home screen. In order for heating tests to be displayed, the system must be in heating mode. The same rule holds true for cooling tests. To change the mode, go to the home screen and select the mode icon on the bottom right side of the screen and select "heating" or "cooling" mode
- From the home screen, select "service" on the bottom right side of the screen
- Select "installer" from the bottom right side of the screen. You are now in the installer checkout settings and should see "Var Speed ODU Test" listed on the screen with "Off" listed to the right
- Press "Off" and arrow bars will appear at the bottom of the screen
- Use the arrow bars to scroll to the test you wish to run. Test mode runs for 30 minutes for each mode selected, or until cancelled:
  - Cooling mode: scroll to "Hi Cool", then select "start test"
  - Heating mode: scroll to "Hi Heat", then select "start test"

# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Rheem/Ruud Econet

*The Rheem/Ruud Econet is a communicating t-stat compatible with Econet enabled units only*

- f. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- g. Wait at least 20 to 25 minutes before doing temperature split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 5. Exit Test Mode

- a. Select the "↩" symbol to cancel the test and this will take you back to the installer checkout settings

## 6. Exit Set-Up Mode

- a. Select the "↩" symbol until you get back to the home screen

**CAUTION: On the first screen entering installer set-up mode, do not press "defaults"; doing this resets all settings to factory defaults**

**Source:** EcoNet Control Center User Guide and Installation manual  
[http://www.rheem.com/econet/resources/UserGuide\\_V2\\_R12.pdf](http://www.rheem.com/econet/resources/UserGuide_V2_R12.pdf)

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

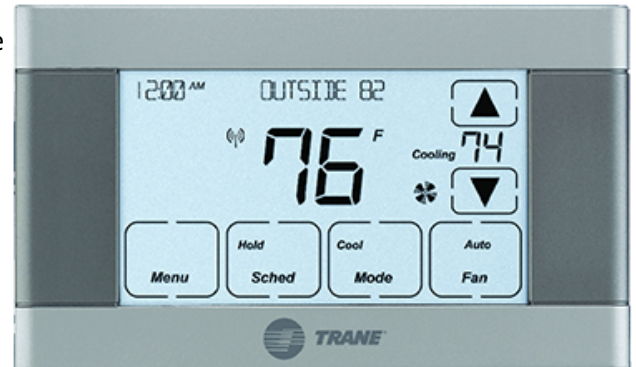
**Thermostat Models:** XL624, TCONT624, ACONT624

To avoid making permanent changes to the system **NEVER** press "Restore Default" when in service menu.

Is a Password Required? NO

## 1. How to enter installer set-up

- a. Press "MENU" in the lower left corner of the home screen
- b. Scroll through the menu by pushing the "Next" button on the bottom middle of screen.
- c. Once "Service" is displayed, press and hold "Select" on the bottom middle of screen for 5 seconds
- d. "Installer Settings" should now be displayed and press "Select" to enter the installer settings
- e. Do not select "Restore Default" or all thermostat settings will be erased
- f. The screen will automatically default to the home screen after 10 minutes of inactivity



## 2. Determine system characteristics through T-Stat

- a. From the installer settings accessed in step 1, use "Next" to scroll through selections
- b. When "Equipment Type" is displayed, press "Select". This will display the equipment type and stages of heating, cooling, and strip heat available
- c. From the installer settings accessed in step 1, use "Next" to scroll through selections
- d. When "Sensor Settings" is displayed, press "Select". Use "Next" to scroll through selections until "Outdoor Sensor" is displayed and must be set to "Outside"

## 3. Check Compressor Lockout settings

- a. From the installer settings accessed in step 1, use "Next" to scroll through selections
- b. When "Lockouts" is displayed, press "Select"
- c. Once in the lockouts menu, watch for the scrolling banner. Press "Next" until "Comp Heating Lockout" is displayed
- d. Compressor lockout can be set to "Yes" or "No". If set to "Yes", press "Next" to check temperature setting is 5 degrees or less
- e. Press "Done" to return to the installer settings
- f. NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL624, TCONT624, ACONT624

## 4. Check Strip Heat settings

- a. From the installer settings accessed in step 1, use "Next" to scroll through selections
- b. When "Lockouts" is displayed, press "Select"
- c. Once in the lockouts menu, watch for the scrolling banner. The first selection that appears should be "Aux Heating Lockout" and should be set to "Yes"
- d. Press "Next" and "Aux Lockout Outdoor Temp" must be set to 35 degrees or less to meet PTCS specifications
- e. Press "Done" to return to the installer settings
- f. NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

## 5. Access Test Mode for testing system at full capacity

- a. From the service menu accessed in step 1c, use "Next" to scroll through selections
- b. When "Test Mode" is displayed, press "Select"
- c. Available testing options will be displayed and "Next" can be used to scroll through
  - A. Cooling mode: When "Cooling" is displayed, press "Select". Choose the highest stage available for the equipment installed followed by pressing "Select"
  - B. Heating mode: When "Comp Heating" is displayed, press "Select". Choose the highest stage available for the equipment installed followed by pressing "Select". **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage**
- d. Once a test mode is activated, a 30-minute timer is displayed.
- e. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
- f. Wait at least 20-25 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Exit Test Mode

- a. While in test mode, press "Done" until test is cancelled

## 7. Exit Set-Up Mode

- a. Keep pressing "Done" until the home screen is displayed without changing any settings
- b. If screen is left untouched for 10 minutes it will return to the home screen by default

**To avoid making permanent changes to the system NEVER press "Restore Default" when in service menu.**

**Resources:** Trane Customer Support: 1-800-945-5884, Technical Support only available to authorized Trane dealers.

**Source:** <https://www.manualslib.com/manual/1022180/Trane-7cont624as42da.html>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL824, TCONT824, Gold XV, ACONT824, XL850, TCONT850, ACONT850, Platinum 850

**To avoid making permanent changes to the system NEVER press "Save" when in Installer set-up mode.**

Is a Password Required? NO

## 1. How to enter installer set-up

- Press "MENU" in the lower left corner of the home screen
- Press "SERVICE" to access the service menu
- Press and hold "TECHNICIAN ACCESS" for 5 seconds followed by "PROCEED"
- Press "INSTALLER SETUP"
- Once in Installer set-up, individual parameters can be configured and modified. Press the up and down arrows to scroll through all available settings
- The screen will automatically default to the home screen after 10 minutes of inactivity



## 2. Determine system characteristics through T-Stat

- Press "MENU" in the lower left corner of the home screen
- Press "SYSTEM INFO" to display basic system characteristics such as software version

## 3. Check Compressor Lockout settings

- From the Installer set-up menu accessed in step 1, use the up and down arrows to scroll to Group 7 "Lockout Settings"
- If "Disable" is selected the Compressor Lockout Settings meets PTCS specifications. If "Enable" is selected and lockout setpoint is not shown, continue to next step
- Verify lockout settings by selecting "EDIT", navigating to "Compressor Lockout"
- Press "SET" to view the lockout settings. **Caution: any changes made will be permanent. DO NOT PRESS "SAVE", Press "EXIT" to leave lockout settings menu without making any changes to the settings**
- Compressor Heating Lockout must be set to "Disable" or  $\leq 5$  degrees to meet PTCS specification
- NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

## 4. Check Strip Heat settings

- From the Installer set-up menu accessed in step 1, use the up and down arrows to scroll to Group 7 "Lockout Settings"
- Verify "Auxiliary Heat Lockout" is enabled. (If disable is set, the system will default to allowing strip heat to come on regardless of outdoor temperature.)
- If "Enable" is selected and lockout setpoint is not shown, continue to next step
- Verify lockout settings by selecting "EDIT", navigating to "Auxiliary Heat Lockout Setting"
- Press "SET" to view the lockout settings. **Caution: any changes made will be permanent. DO NOT PRESS "SAVE", Press EXIT to leave lockout settings menu without making any changes to the settings**
- Auxiliary Heat Lockout (strip heat lockout) must be set to  $\leq 35$  degrees to meet PTCS specification
- NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL824, TCONT824, Gold XV, ACONT824, XL850, TCONT850, ACONT850, Platinum 850

## 5. Access Test Mode for testing system at full capacity – Non-Variable Speed Units

- a. Press "MENU" in the lower left corner of the home screen
- b. Press "SERVICE" to access the service menu
- c. Press "TEST MODE"
- d. Press "SYSTEM" to select the desired system test:
  - A. Cooling mode: Select "TEST COOL" followed by "Next" and choose the highest stage available. Press "TEST" to begin testing in the selected mode
  - B. Heating mode: Select "TEST COMPRESSOR HEAT" followed by "Next" and choose the highest stage available. Press the "TEST" button to begin testing in selected mode
  - C. If the "TEST COMPRESSOR HEAT" option is not displayed, return to the home screen and make a large call for heat of at least 10 degrees. **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage**
- e. Each test will run for a maximum of 60 minutes or until manually terminated
- f. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
- g. Wait at least 20-25 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Access Test Mode for testing system at full capacity – Variable Speed Units (Only 850 series)

- a. For variable speed systems, this thermostat does not have a test mode that runs compressor and fan at full capacity for PTCS inspection purposes. To test the system, make a big call (at least 10 degrees) for HEATING or COOLING depending on the type of test you wish to perform. **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage**
- b. A call for HEATING or COOLING will typically never force the unit into full compressor and fan speed. Use the following steps to determine the percent of compressor speed the system is operating at:
  - A. If the Compressor Speed Widget is enabled, the thermostat will display the percent of compressor speed on the home screen
  - B. If the Compressor Speed Widget is not displayed on the home screen, from the Service Menu (accessed in Step 1a-1c) press "System Report". The percent of compressor speed will be displayed as "% Delivered"
- c. For both methods A and B above, let the system run for at least 20 minutes to reach steady state. Supply static can be monitored for when the fan ramps to maximum speed
- d. Multiply nominal capacity by the Compressor Speed Widget value (%) or "% Delivered" from the "System Report" to estimate current operating capacity. Use this current operating capacity for airflow CFM/ton calculations and subsequently for the temp split table. 76% Compressor Speed is usually the maximum speed achievable
- e. Return temperature settings on the thermostat to where they were when you arrived at the home

## 7. Exit Test Mode

- a. While in test mode, press and hold the center button, followed by "Cancel"



# PTCS Heat Pump Thermostat Support Sheet

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**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL824, TCONT824, Gold XV, ACONT824, XL850, TCONT850, ACONT850, Platinum 850

## 8. Exit Set-Up Mode

- a. From Installer set-up, press "Back" followed by "Home" to return to the home screen
- b. If screen is left untouched for 10 minutes it will return to the home screen by default

**To avoid making permanent changes to the system NEVER press "Save" when in Installer set-up mode.**

**Resources:** Trane Customer Support: 1-800-945-5884, Technical Support only available to authorized Trane dealers.

**Source:** <https://www.manualslib.com/manual/1243721/Trane-Tcont824.html>

<https://www.bayareaservice.com/store/TCONT850Install.pdf>

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane ComfortLink II, American Standard Platinum 950

**Thermostat Models:** XL950, TZONE950AC52ZA, AZONE950

When in Installer set-up mode **NEVER** press the "save" button to avoid making permanent changes to the system. In the Service Menu, do not press the "Reboot" button.

Is a Password Required? NO

## 1. How to enter installer set-up

- a. Press MENU on the home screen
- b. Press the "SERVICE" button
- c. From the service menu press the "INSTALLER SET-UP" button
- d. Enter menu option "Advanced Equipment" (section 5.2.2) to view current system settings
- e. Screen will automatically default to the home screen after 10 minutes of inactivity



## 2. Determine system characteristics through T-Stat

- a. To determine Software Version press the "? Help" button in the lower left corner from the home screen
- b. Press the "About" button in the lower left corner. Software release version should be displayed and should be at least version 2.2.2 or newer.

## 3. Check Compressor Lockout settings

- a. In the installer menu, press menu option "lock-outs", click "Next" to find Compressor Lockout Settings
- b. If "Disable" is selected the Compressor Lockout Settings meet PTCS specifications. If "Enable" is selected, continue to next step.
- c. Click "Enable" to view the lockout settings. **Caution: any changes made will be permanent.**
- d. Compressor Heating Lockout must be set to "Disable" or  $\leq 5$  degrees to meet specification

## 4. Check Strip Heat settings

- a. In the installer menu, press "Lockouts", click "Next" to find Auxiliary Heat Lockout Settings
- b. Select Auxiliary Heat Lockout. (If disable is set, the system will default to allowing strip heat to come on regardless of outdoor temperature).
- c. Click "Enable" to view the lockout settings. **Caution: any changes made will be permanent.**
- d. Auxiliary Heat Lockout must be set to  $\leq 35$  degrees to meet specification

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane ComfortLink II, American Standard Platinum 950

**Thermostat Models:** XL950, TZONE950AC52ZA, AZONE950

## 5. Access Test Mode for testing at full capacity

- a. Press "MENU" in the lower left corner of the home screen
- b. Press "SERVICE" to access the service menu
- c. Press "TEST MODE"
- a. Press "SYSTEM" to select the desired system test:
  - A. Cooling mode: Select "TEST COOL" and choose the highest stage available. Press "TEST" to begin testing in the selected mode. Testing in Cooling mode with variable speed blower could run at least 10-15% less CFM than in heating mode.
  - B. Heating mode: Select "TEST COMPRESSOR HEAT" and choose the highest stage available. Press the "TEST" button to begin testing in selected mode. Heating Mode Air Flow Range = 70-100%
  - C. If the "TEST COMPRESSOR HEAT" option is not displayed, return to the home screen and make a large call for heat of at least 10 degrees. **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage.**
- d. Each test will run for a maximum of 60 minutes or until manually terminated
- e. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely.
- f. Wait at least 15 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.

## 6. Exit Set-Up Mode

- a. From System Setup screen, press "BACK" to return to the home screen
- b. If screen is left untouched for 10 minutes it will return to the home screen by default

**When in Installer set-up mode NEVER press the "save" button to avoid making permanent changes to the system. In the Service Menu, do not press the "Reboot" button.**

**Resources:** Trane Customer Support: 1-800-945-5884, Technical Support only available to authorized Trane dealers.

**Notes:** For 32 degree strip heat lockout, software version must be 2.2.2 or higher

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL1050, TZON1050, Platinum1050, AZONE1050

**To avoid making permanent changes to the system NEVER press "Save" when in Installer set-up mode.**

Is a Password Required? NO

## 1. How to enter installer set-up

- Press "MENU" in the lower left corner of the home screen
- Press "SERVICE" to access the service menu
- Press and hold "TECHNICIAN ACCESS" for 5 seconds followed by "PROCEED"
- Press "INSTALLER SETUP"
- Once in Installer set-up, individual parameters can be configured and modified. Press the up and down arrows to scroll through all available settings
- The screen will automatically default to the home screen after 10 minutes of inactivity



## 2. Determine system characteristics through T-Stat

- Press "MENU" in the lower left corner of the home screen
- Press "SYSTEM INFO" to display basic system characteristics such as software version

## 3. Check Compressor Lockout settings

- From the installer set-up menu accessed in steps 1a-1d, use the up and down arrows to scroll to group 3, "SENSOR SETTINGS" and ensure outdoor temperature sensing settings are configured
- Next, scroll to group 6, "LOCKOUT SETTINGS"
- Verify "COMPRESSOR LOCKOUT" is set to "Disable". If so, the compressor lockout settings meet PTCS specifications. If "Enable" is selected, the lockout setpoint should be shown. If lockout setpoint is not shown, continue to next step
- Verify lockout settings by selecting "EDIT", navigating to "COMPRESSOR LOCKOUT"
- Press "SET" to view the lockout settings. **Caution, any changes made will be permanent. DO NOT PRESS "SAVE", Press "EXIT" to leave lockout settings menu without making any changes to the settings.**
- Compressor Heating Lockout must be set to "Disable" or  $\leq 5$  degrees to meet PTCS specifications
- NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

## 4. Check Strip Heat settings

- From the installer set-up menu accessed in steps 1a-1d, use the up and down arrows to scroll to group 3, "SENSOR SETTINGS" and ensure outdoor temperature sensing settings are configured
- Next, scroll to group 6, "LOCKOUT SETTINGS"
- Verify "AUXILIARY HEAT LOCKOUT" is set to "Enable". If "Disable" is set, the system will default to allowing strip heat to come on regardless of outdoor temperature and does not meet PTCS specifications. If "Enable" is selected, the lockout setpoint should be shown. If lockout setpoint is not show, continue to next step
- Verify lockout settings by selecting "EDIT", navigating to "AUXILIARY HEAT LOCKOUT SETTING"
- Press "SET" to view the lockout settings. **Caution, any changes made will be permanent. DO NOT PRESS "SAVE", Press EXIT to leave lockout settings menu without making any changes to the settings.**
- Auxiliary Heat Lockout (strip heat lockout) must be set to  $\leq 35$  degrees to meet PTCS specifications
- NOTE- If no outdoor sensor is enabled, lockout settings will not be displayed as selectable options

## 5. Access Test Mode for testing at full capacity – Non-Variable Speed Units

- Press "MENU" in the lower left corner of the home screen
- Press "SERVICE" to access the service menu
- Press "TEST MODE"

# PTCS Heat Pump Thermostat Support Sheet

**Manufacturer:** Trane, American Standard

**Thermostat Models:** XL1050, TZON1050, Platinum1050, AZONE1050

- d. Press "SYSTEM" to select the desired system test:
  - A. **Cooling mode:** Select "TEST COOL" followed by "Next" and choose the highest stage available. Press "TEST" to begin testing in the selected mode
  - B. **Heating mode:** Select "TEST COMPRESSOR HEAT" followed by "Next" and choose the highest stage available. Press "TEST" to begin testing in the selected mode
  - C. If the "TEST COMPRESSOR HEAT" option is not displayed, return to the home screen and make a large call for heat of at least 10 degrees. **Please Note: if OAT is less than auxiliary heat lockout temperature setpoint the auxiliary heat may engage**
- e. Each test will run for a maximum of 60 minutes or until manually terminated
- f. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test. Listen to ensure fan has staged up completely
- g. Wait at least 20 to 25 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state

## 6. Access Test Mode for testing system at full capacity – Variable Speed Units

- a. For variable speed systems, this thermostat does not have a test mode that runs compressor and fan at full capacity for PTCS inspection purposes. To test the system, make a big call (at least 10 degrees) for HEATING or COOLING depending on the type of test you wish to perform. **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage**
- b. A call for HEATING or COOLING will typically never force the unit into full compressor and fan speed. Use the following steps to determine the percent of compressor speed the system is operating at:
  - A. If the Compressor Speed Widget is enabled, the thermostat will display the percent of compressor speed on the home screen
  - B. If the Compressor Speed Widget is not displayed on the home screen, from the Service Menu (accessed in Step 1a-1c) press "Menu", then "Settings", then "Screen", then "Screen Layout", then "Compressor Speed", then "Apply". Note that only 3 compressor widgets can be selected at any time, therefore you might have to deselect one to add the Compressor Speed Widgets. Remember to change the settings back once inspection is complete
- c. For both methods A and B above, let the system run for at least 20 minutes to reach steady state. Supply static can be monitored when the fan ramps to maximum speed
- d. Multiply nominal capacity by the Compressor Speed Widget value (%) to estimate current operating capacity. Use this current operating capacity for airflow CFM/ton calculations and subsequently for the temp split table. 76% Compressor Speed is usually the maximum speed achievable in mild conditions
- e. Return temperature settings on the thermostat to where they were when you arrived at the home

## 6. Exit Test Mode

- a. While in test mode, press "EXIT" to return to home screen

## 7. Exit Set-Up Mode

- a. From Installer Set-up, press "EXIT" to return to the home screen
- b. If screen is left untouched for 10 minutes it will return to the home screen by default

**To avoid making permanent changes to the system NEVER press "Save" when in Installer set-up mode.**

**Resources:** Trane Customer Support: 1-800-945-5884, Technical Support only available to authorized Trane dealers.