

PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Carrier C^or™

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)

- a. From the Home screen, press "Menu" in the lower right corner
- b. An "Options" screen appears with 8 icons.
- c. 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

- a. The C^or™ is not a communicating thermostat. Detailed system information is not automatically displayed through this thermostat.
- b. From the Service menu (accessed by pressing and holding the service icon) press "INSTALLATION SETTINGS"
- c. From the Installation Settings menu, select "EQUIPMENT SETUP"
- d. 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"*

- 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 menu, select "EQUIPMENT SETUP"
- d. Select "HEAT PUMP"
- e. 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.
- f. Click "Cancel" to return to the previous screen without changing any settings.
- g. 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.
- h. **Do not hit the save button at any time.**

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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

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

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