

PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Carrier Edge

Thermostat Models: TP-PAC, TP-PHP, 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

Manufacturer: Carrier Edge

Thermostat Models: TP-PAC, TP-PHP, 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>