PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Carrier Infinity Touch Control

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

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

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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**

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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

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

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