

# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Ecobee

Thermostat Models: Ecobee 3 Lite, Ecobee 4, Ecobee 5

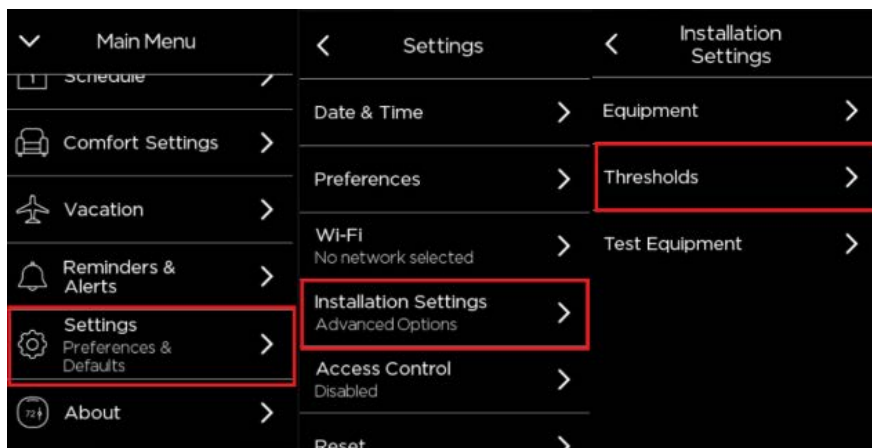
Is a Password Required? NO

## 1. Determine System Characteristics Through T-Stat

- Press "MENU" in the lower left corner of the home screen
- 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)
- 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 3a-3d 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
- 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>