

# 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 "EquipmentStatus". 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

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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 "PREVIOUSMENU" 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>