

PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Honeywell

Thermostat Models: Wi-Fi and RedLINK VisionPRO 8000 (Models: TH8321WF, TH8321R, TH8320R, TH8110R)

**Caution, entering installer set-up mode may result in altering settings.
Select "DO NOT SAVE CHANGES" when exiting installer set-up**

Is a Password Required? YES

Password is 4-digit date code

Password can be found in two ways:

- a.
 1. Press "Menu"
 2. Select "Dealer Information"
 3. Scroll Down to "Date Code"
- 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
- b. Scroll to bottom and Select "Installer Options"
- c. Enter 4 digit password (instructions above) and press "DONE"
- d. Scroll to "Installer Setup" and press "select"

2. Determine system characteristics through T-Stat

- a. Scroll through "Installer Setup" options by pressing "Next". Note: refrain from pressing the up and down arrows as this will change the settings
- b. Code 200 is for Conventional Forced Air
- c. Code 201 is for Air-to-Air Heat Pump
- d. Code 202 (1-3) and Code 207 (1-4) are for Heat Stages/Backup heat stages, and compressor stages

3. Check Outdoor Temperature Sensing Capabilities

- a. From "Installer Setup", scroll through settings to ensure outdoor air temperature is being collected by either Wi-Fi, wired outdoor sensor, or wireless outdoor sensor (on RedLINK enabled models only)
- b. For Wi-Fi connection with no wired outdoor sensor: Press "MENU" and select "Wi-Fi SETUP" to determine if Wi-Fi is activated. Ensure Code 106 "Outdoor Sensor" is set to "Yes"
- c. For a wired outdoor sensor: Ensure Code 106 "Outdoor Sensor" is set to "Yes", Code 500a "Wired Sensor on S Terminals" is set to "Yes", and Code 500b "Wired Outdoor Sensor" is set to "Yes"
- d. For RedLINK models with wireless outdoor sensor: Ensure Code 106 "Outdoor Sensor" is set to "Yes"

4. Check Compressor Lockout settings

- a. From "Installer Setup", scroll through settings to Code 312 "Outdoor Lockout HEAT PUMP"
- b. Must be set to "Off", or 5 degrees or less to meet spec

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5. Check Strip Heat settings

- a. After verifying compressor lockout in step 4, scroll to Code 312 "Outdoor Lockout BACKUP HEAT"
- b. Verify temperature is set to 35 degrees or less to meet spec

6. 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 Setup"
- e. Scroll and select "Installer Test" below "Installer Setup" to enter Test Mode
- f. Scroll and select desired system to test:
 - A. Heating mode: scroll down to "Heat Stages" and press "Select". Cycle to the highest heat stage available by pressing the up-arrow button on the top right to test in the highest compressor heating setting. Timer will begin to count as test proceeds. **If unit is a single stage system, when testing in "HEAT STAGES" do not scroll to heat stage 2. This will cause strip heat to come on.**
 - B. Cooling mode: scroll down to "Cool Stages" and press "Select". Cycle to highest cooling stage available by pressing the up arrow button on the top right to test in the highest compressor cooling setting. 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.**

7. Exit Test Mode

- a. System test automatically times out after 30 minutes of inactivity. Test mode runs for 30 minutes by default.
- b. Press "Home" to exit test mode, or "back" to select a different stage or mode to test

8. Exit Set-Up Mode

- a. Select "DONE"
- b. Next screen prompt says "Do you want to exit installer setup?"; select "YES"
- c. Next screen prompt says "Do you want to save changes"; select "NO"
- d. If left alone, system set-up automatically times out after 30 minutes of inactivity and returns to original settings

**Caution, entering installer set-up mode may result in altering settings.
Select "DO NOT SAVE CHANGES" when exiting installer set-up**

Resources: Honeywell Technical Support: 1-800-468-1502

Source: <https://forwardthinking.honeywellhome.com/products/thermostats/>