

# PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Lennox

Thermostat Model: ComfortSense 7500

**CAUTION: On the first screen entering installer set-up mode, do not press "Reset"; doing this resets all settings to factory defaults**

Is a Password Required? NO

## 1. How to enter installer settings

- a. On Home screen, press the ≡ icon in the top right corner
- b. Press and hold the settings icon  on the bottom right
- c. A warning screen pops up, press "Confirm" to proceed
- d. You are now in the installer settings menu



## 2. Determine system characteristics through T-Stat

- a. From the installer settings menu, scroll and select "System Setup" to display basic system characteristics such as system type and compressor stages. Press the < symbol to exit
- b. From the installer settings menu, select "Outdoor Sensor" and ensure it's set to "Yes". This thermostat does not have Wi-Fi capabilities and an outdoor sensor must be configured and installed as listed above for compressor and strip heat lockout functions to perform properly. Press the < symbol to return to the previous screen without changing any settings

## 3. Check Compressor Lockout settings - Lennox refers to this feature as "Low Balance Point"

- a. From the installer settings menu, scroll through the menu and select "Low Balance Point"
- b. The "Low Balance Point" will be displayed and can be set to "disable" or "enable" with a temperature setting of 5°F or less to meet PTCS specifications
- c. Press the < symbol to return to the previous screen without changing any settings

## 4. Check Strip Heat settings - Lennox refers to this feature as "High Balance Point"

- a. From the installer settings menu, scroll through the menu and select "High Balance Point"
- b. The "High Balance Point" will be displayed and must be set to "enable" with a temperature setting of 35°F or less to meet PTCS specifications
- c. Press the < symbol to return to the previous screen without changing any settings

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## 5. Access Test Mode for testing system at full capacity

- a. From the installer settings menu, scroll through the menu and select "System Test Mode"
- b. A screen pops up indicating all the test mode options. By default, all test modes will be set to "Off"
  - a. Cooling mode: On the bottom of the list, toggle "OB" so that "O" is displayed. Toggle "G" to "On" to engage the fan. "Y1" and "Y2" will engage each available stage of the compressor. Toggle the Y switch(s) to "On" depending on the maximum cooling stage available. **The fan must run while compressor is running, or equipment damage could occur**
  - b. Heating mode: On the bottom of the list, toggle "OB" so that "B" is displayed. Toggle "G" to "On" to engage the fan. "Y1" and "Y2" will engage each available stage of the compressor. Toggle the Y switch(s) to "On" depending on the maximum heating stage available. **The fan must run while compressor is running, or equipment damage could occur**
- c. Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- d. If test mode configuration yields low air flow, exit test mode and make a big call (at least 10 degrees) for heating or cooling depending on the type of test you wish to perform
- e. 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 Test Mode

- a. Press the < symbol multiple times to keep backing out of each menu until it returns to the installer settings menu without changing any settings

## 7. Exit Set-Up Mode

- a. From the installer settings menu, press the < symbol to return to the home screen without changing any settings

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**Resources:** Lennox customer support: 1-800-9-LENNOX. Technical support only available to authorized Lennox dealers.

**Source:** <https://www.manualslib.com/manual/982133/Lennox-Comfordsense-7500.html>