

PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Lennox iComfort S30

The Lennox iComfort S30 is a communicating t-stat compatible with iComfort enabled units only

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 set-up

- On the home screen, click on the square boxes in the upper right hand corner and then select "Settings"
- On left side of the screen, select "Advanced Settings" and then "View Dealer Control Center"
- A warning screen pops up; press "Proceed" to continue to dealer control center
- Do not hit the reset button at any time**
- You are now in the installer set-up feature



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

- Once in the dealer control center, press on "Equipment" on the bottom left of the screen
- Select "Smart Hub" from the menu
- Scroll down and ensure "Balance Point Control" is enabled
- If enabled, "Low Balance Point" should be listed as "On" and the temperature setting displayed
- If "Balance Point Control" is disabled or "Low Balance Point" is not listed as "On", the compressor lockout has not been configured
- Click the "back" button to return to the previous screen without changing any settings
- Do not hit the reset button at any time**

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

- Once in the dealer control center, press on "Equipment" on the bottom left of the screen
- Select "Smart Hub" from the menu
- Scroll down and ensure "Balance Point Control" is enabled
- If enabled, "High Balance Point" should be listed as "On" and the temperature setting displayed
- If "Balance Point Control" is disabled or "High Balance Point" is not listed as "On", the strip heat lockout has not been configured
- Click the "back" button to return to the previous screen without changing any settings
- Do not hit the reset button at any time**

4. Access Test Mode for testing system at full capacity

- From dealer control center (screen entered when you hit the back button once to exit looking at high/low balance point) click on the "Tests" button in the top center of the screen
- By default, all test types will be selected. Press "deselect all", followed by selecting the test you wish to run. Test mode runs for 30 minutes for each mode selected, or until cancelled:
 - Cooling mode: select "Cooling - Maximum Rate" and press "Start"
 - Heating mode: select "HP Heat - Maximum Rate" and press "Start"
- Always select "Max" setting for determining flow in test mode. Test mode enables fan on high setting without allowing auxiliary backup heat to come on
- Wait at least 10 minutes before taking static pressure readings and inserting flow plate for TrueFlow plate test
- 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.

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5. Exit Test Mode

- a. Press the "Next" button when you are finished running in your desired test mode.
- b. A screen pops up that says "The Testing Process is Finished"; on this screen press "Exit" and it will return to the home screen

6. Exit Set-Up Mode

- a. From dealer control center, (screen entered when you hit the back button to exit looking at high/low balance point), press "exit"

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

Source: Lennox iComfort S30 Installation and Setup Guide, revision 507536-01
https://static.lennox.com/pdfs/owners/s30/Lennox_iComfortS30_Installation_Manual_Setup_Guide.pdf