PTCS Heat Pump Thermostat Support Sheet

Manufacturer: Trane ComfortLink II, American Standard Platinum 950
Thermostat Models: XL950, TZONE950AC52ZA, AZONE950

> When in Installer set-up mode NEVER press the "save" button to avoid making permanent changes to the system. In the Service Menu, do not press the "Reboot" button.

Is a Password Required?   NO

1. **How to enter installer set-up**

    a. Press MENU on the home screen
    b. Press the "SERVICE" button
    c. From the service menu press the "INSTALLER SET-UP" button
    d. Enter menu option "Advanced Equipment" (section 5.2.2) to view current system settings
    e. Screen will automatically default to the home screen after 10 minutes of inactivity

2. **Determine system characteristics through T-Stat**

    a. To determine Software Version press the "? Help" button in the lower left corner from the home screen
    b. Press the "About" button in the lower left corner. Software release version should be displayed and should be at least version 2.2.2 or newer.

3. **Check Compressor Lockout settings**

    a. In the installer menu, press menu option "lock-outs", click "Next" to find Compressor Lockout Settings
    b. If "Disable" is selected the Compressor Lockout Settings meet PTCS specifications. If "Enable" is selected, continue to next step.
    c. Click "Enable" to view the lockout settings. **Caution: any changes made will be permanent.**
    d. Compressor Heating Lockout must be set to "Disable" or ≤ 5 degrees to meet specification

4. **Check Strip Heat settings**

    a. In the installer menu, press "Lockouts", click "Next" to find Auxiliary Heat Lockout Settings
    b. Select Auxiliary Heat Lockout. (If disable is set, the system will default to allowing strip heat to come on regardless of outdoor temperature).
    c. Click "Enable" to view the lockout settings. **Caution: any changes made will be permanent.**
    d. Auxiliary Heat Lockout must be set to ≤ 35 degrees to meet specification

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5. Access Test Mode for testing at full capacity

a. Press "MENU" in the lower left corner of the home screen
b. Press "SERVICE" to access the service menu
c. Press "TEST MODE"
a. Press "SYSTEM" to select the desired system test:
  A. <u>Cooling mode</u>: Select "TEST COOL" and choose the highest stage available. Press "TEST" to begin testing in the selected mode. Testing in Cooling mode with variable speed blower could run at least 10-15% less CFM than in heating mode.
  B. <u>Heating mode</u>: Select "TEST COMPRESSOR HEAT" and choose the highest stage available. Press the "TEST" button to begin testing in selected mode. Heating Mode Air Flow Range = 70-100%
  C. If the "TEST COMPRESSOR HEAT" option is not displayed, return to the home screen and make a large call for heat of at least 10 degrees. **Please Note: if OAT is less than Auxiliary Heat Lockout temperature setpoint the auxiliary heat may engage.**
d. Each test will run for a maximum of 60 minutes or until manually terminated
e. 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.
f. Wait at least 15 minutes before doing temp split readings for refrigerant test. The longer the system is allowed to run, the more likely it will reach a steady state.

6. Exit Set-Up Mode
a. From System Setup screen, press "BACK" to return to the home screen
b. If screen is left untouched for 10 minutes it will return to the home screen by default

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Resources: Trane Customer Support: 1-800-945-5884, Technical Support only available to authorized Trane dealers.

Notes: For 32 degree strip heat lockout, software version must be 2.2.2 or higher