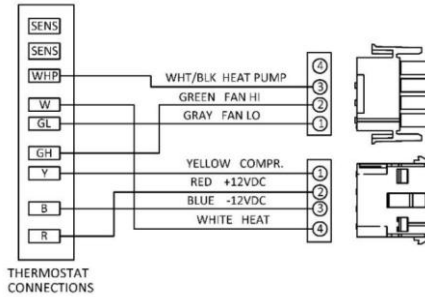
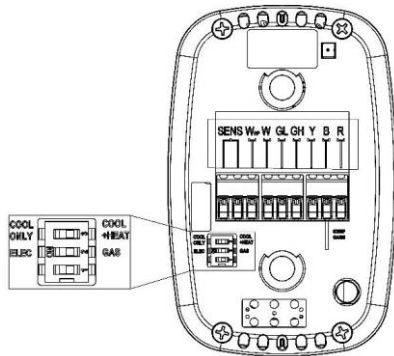


9420*38* Troubleshooting



Dip Switch	Label	Function
1	No Label	Future use
2	Gas (Factory Default)	Disables Electric heat mode (gas heat only)
	Elec	Enables Electric and gas heating mode
3	Cool+ Heat (Factory Default)	Enables cool and heat modes (Auto Changeover)
	Cool Only	Enables cool mode and disables all heating modes

!!Shock Hazard Warning!!
Inspecting electrical components and systems risks death by electrocution as well as serious burns or other injuries to the inspector or to others.
Do not attempt these tasks unless you are properly trained and equipped.

Issue: Furnace Not Working

Diagnostics:

1. Ensure dipswitches are set properly.
2. Set thermostat to call for Gas Heat.
3. Check outgoing VDC between **B- (blue wire)** and **W (white wire)**.
4. Check incoming VDC between **B- (blue wire)** and **R (red wire)**.

Results:

- Outgoing voltage between 0-9 VDC. Incoming voltage between 9-15 VDC.
 - Thermostat is defective.
- Incoming voltage below 9 VDC.
 - Improper power supply, correct incoming power and retest.

Issue: Compressor Not Working

Diagnostics:

1. Set thermostat to call for Cool.
2. Check outgoing VDC between **B- (blue wire)** and **Y (yellow wire)**.
3. Check incoming VDC between **B- (blue wire)** and **R (red wire)**.

Results:

- Outgoing voltage between 0-9 VDC. Incoming voltage between 9-15 VDC.
 - Thermostat is defective.
- Incoming voltage below 9 VDC.
 - Improper power supply, correct incoming power and retest.

Issue: High Fan Not Working

Diagnostics:

1. Set thermostat to call for High Fan.
2. Check outgoing VDC between **B- (blue wire)** and **GH (green wire)**.
3. Check incoming VDC between **B- (blue wire)** and **R (red wire)**.

Results:

- Outgoing voltage between 0-9 VDC. Incoming voltage between 9-15 VDC.
 - Thermostat is defective.
- Incoming voltage below 9 VDC.
 - Improper power supply, correct incoming power and retest.

Issue: Low Fan Not Working

Diagnostics:

1. Set thermostat to call for Low Fan.
2. Check outgoing VDC between **B- (blue wire)** and **GL (gray wire)**.
3. Check incoming VDC between **B- (blue wire)** and **R (red wire)**.

Results:

- Outgoing voltage between 0-9 VDC. Incoming voltage between 9-15 VDC.
 - Thermostat is defective.
- Incoming voltage below 9 VDC.
 - Improper power supply, correct incoming power and retest.

Issue: Electric Heat Not Working

Diagnostics:

1. Ensure dipswitches are set properly.
2. Set thermostat to call for Electric Heat.
3. Ensure set temperature is set within 5°F of room temperature.
4. Check outgoing VDC between **B- (blue wire)** and **WHP (black/white wire)**.
5. Check incoming VDC between **B- (blue wire)** and **R (red wire)**.

Results:

- Outgoing voltage between 0-9 VDC. Incoming voltage between 9-15 VDC.
 - Thermostat is defective.
- Incoming voltage below 9 VDC.
 - Improper power supply, correct incoming power and retest.

Electric (Elec) Heating Mode

When in elec heating (heat pump) mode some extra rules are applied. If the elec heating mode is selected and the current temperature ever reaches 5° F below the set point temperature, the gas heat mode will turn on in conjunction with the elec heat. When the gas heat must turn on to assist the elec heat, the elec heat gets a strike. Once the elec heat gets three strikes and that heating cycle has completed, it is disabled for 1hr and 45 minutes. When the elec heat is disabled in this way, the gas heat becomes the primary source of heat. After 1 hr and 45 minutes, the elec heat becomes the primary source again. If the elec heat gets a strike but completes a heating cycle without the assistance of the gas heat, the elec heat will lose a strike. If the elec heat is running for 20 minutes without the gas heat needing to turn on, the strike counter is reset. Whenever the gas heat is running in this mode, the 'Elec' segment will flash.