White, **Rodgers**

80 Series Thermostat with **Automatic Heat/Cool Changeover Option**

Single Stage or Heat Pump Installation and Operating Instructions for Model:

5/2 Day

Programming Choices

Non-Programmable

Non-Programmable

Save these instructions for future use!

FAILURE TO READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY BEFORE INSTALLING OR OPERATING THIS CONTROL COULD CAUSE PERSONAL INJURY AND/OR PROPERTY DAMAGE.

APPLICATIONS –

THERMOSTAT APPLICATION GUIDE

Description	
Gas or Oil Heat	Yes
Electric Furnace	Yes
Heat Pump (No Aux. or Emergency Heat)	Yes
Heat Pump (with Aux. or Emergency Heat)	No
Systems with up to 3 Stages Heat, 2 Stages Cool	No
Heat Only Systems	Yes
Millivolt Heat Only Systems – Floor or Wall Furnaces	Yes
Cool Only Systems	Yes
Hydronic (Hot Water) Zone Heat – 2 Wires	Yes
Hydronic (Hot Water) Zone Heat – 3 Wires	Yes

SPECIFICATIONS -

Electrical Bating

Eloothoar riating.	
Battery Power	mV to 30 VAC, NEC Class II, 50/60 Hz or DC
Input-Hardwire	20 to 30 VAC
Terminal Load	1.0 A per terminal, 1.5A maximum all terminals combined
Setpoint Range	45° to 90°F (7° to 32°C)
Differential (Single Stage)	Heat 0.6°F; Cool 1.2°F (adjustable)
Differential (Heat Pump)	Heat 1.2°F; Cool 1.2°F (adjustable)
Operating Ambient.	32° to +105°F (0° to +41°C)
Operating Humidity	90% non-condensing max.
Shipping Temperature Range	-40° to +150°F (-40° to +65°C)
Dimensions Thermostat.	3.4"H x 4.4"W x 1.3"D

Model

1F80ST-0471

1F86ST-0471

CAUTION

To prevent electrical shock and/or equipment damage, disconnect electric power to system at main fuse or circuit breaker box until installation is complete.

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ATTENTION: MERCURY NOTICE

This product does not contain mercury. However, this product may replace a product that contains mercury.

Mercury and products containing mercury must not be discarded in household trash. Do not touch any spilled mercury. Wearing non-absorbent gloves, clean up any spilled mercury and place in a sealed container. For proper disposal of a product containing mercury or a sealed container of spilled mercury, place it in a suitable shipping container. Refer to www.white-rodgers.com for location to send product containing mercury.



1F80ST-0471 Thermostat with Spanish Display

5/1/1 Day



INSTALLATION

WARNING

Thermostat installation and all components of the control system shall conform to Class II circuits per the NEC code.

Remove Old Thermostat

A standard heat/cool thermostat consists of three basic parts:

- 1. The cover, which may be either a snap-on or hinge type.
- 2. The base, which is removed by loosening all captive screws.
- 3. The switching subbase, which is removed by unscrewing the mounting screws that hold it on the wall or adapter plate. Before removing wires from old thermostat, label each wire with the terminal designation from which it was attached. Disconnect the wires from the old thermostat one at a time. Do not let wires fall back into the wall.

Installing New Thermostat

- 1. Pull the thermostat body off the thermostat base. Forcing or prying on the thermostat will cause damage to the unit.
- 2. Place base over hole in wall and mark mounting hole locations on wall using base as a template.
- Move base out of the way. Drill mounting holes. If you are using existing mounting holes and the holes drilled are too large and do not allow you to tighten base snugly, use plastic screw anchors to secure the base.
- Fasten base snugly to wall using mounting holes shown in Figure 2 and two mounting screws. Leveling is for appearance only and will not affect thermostat operation.
- 5. Connect wires to terminal block on base.
- Push excess wire into wall and plug hole with a fire resistant material (such as fiberglass insulation) to prevent drafts from affecting thermostat operation.
- 7. Carefully line the thermostat up with the base and snap into place.

SS/HP Switch (Conventional or Heat Pump Selection)

The SS/HP switch is factory set to the SS position. In this position, thermostat is configured as conventional single stage. If you have a single stage heat pump system, switch SS/HP to HP position (see figure 2).

Gas/Elec Switch (Fan Option)

The GAS/ELEC switch is factory set to the GAS position. In this position, the thermostat will not power the circulator fan on a call for heat, but will power the circulator on a call for cool.

If your system requires that the thermostat power the circulator fan on a call for heat, this switch should be set to the ELEC position. Typically, gas and oil heating systems do not require the thermostat to power the circulator fan during a call for heat. If your heat is gas or oil, the switch should be set to the GAS position.

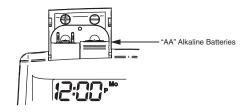
When the thermostat is configured for Heat Pump, the thermostat will always power the circulator fan on a call for heat in the HEAT mode.

Batteries

2 "AA" alkaline batteries are included in the thermostat. To install the batteries, pull the battery door as shown by the arrow and lift open. Using the polarity indicated inside the battery door, insert the batteries. To close the battery door, swing the door down while pulling in the direction of arrow. Once fully down, snap the door back into position.

To replace the batteries, set system to OFF, following the instructions above.

Figure 1 – Battery door shown open

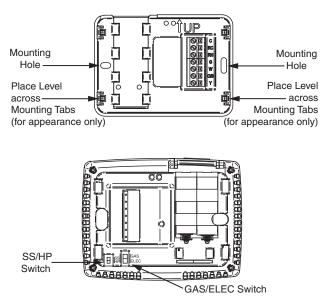


Thermostat can be powered by system AC power or Battery. If III is displayed, the thermostat is battery powered. If

(IIII) is not displayed, thermostat is system powered with optional battery back-up. When battery power remaining is approximately half, the III) will be displayed. When "**Cambiar** III)" is displayed, install fresh "AA" alkaline batteries immediately. For best results, replace all batteries with a premium brand alkaline battery such as Duracell® or Energizer®. We recommend replacing batteries every 2 years. If the home is going to be unoccupied for an extended

period (over 3 months) and III is displayed, the batteries should be replaced before leaving. When less than two months of battery life remain, the setpoint temperature will offset by 10 degrees (10 degrees cooler in Frio mode / 10 degrees warmer in Frio mode). If offset occurs, the normal setpoint can be manually reset with a or . Another offset will occur within two days if batteries are not replaced.

Figure 2 – Thermostat base and rear view of thermostat

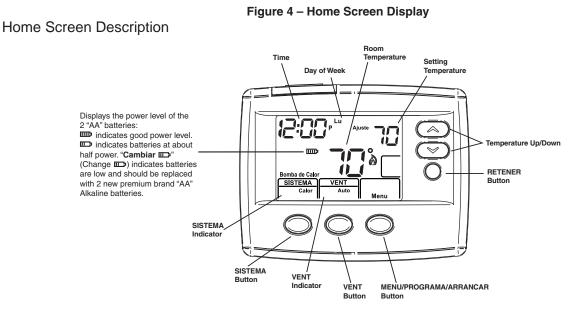


WIRING CONNECTIONS

Refer to equipment manufacturers' instructions for specific system wiring information. After wiring, see CONFIGURATION section for proper thermostat configuration. Refer to 37-6754 for 1F80-0471/1F86-0471 wiring diagram specifications.

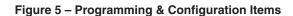
TERMINAL DESIGNATION DESCRIPTIONS								
Terminal Designation Description	Terminal Designation Description							
O/B(SS) Power closed for 3 wire zone	RHPower for Heating							
(HP) Changeover valve for heat pump	RCPower for Cooling							
YCompressor Relay	CCommon wire from secondary side							
WHeat Relay	of cooling system transformer or							
GFan Relay	heat only system transformer							

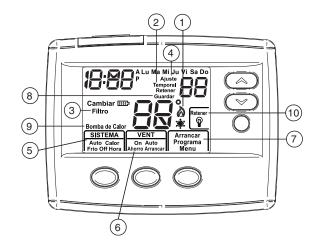
THERMOSTAT QUICK REFERENCE



Programming and Configuration Items

- Flame icon (▲) is displayed when the system is in CALOR mode. Snowflake icon (★) is displayed when the system is in FRIO mode.
- (2) The word **RETENER** is displayed when the thermostat is in the **RETENER** (Hold) mode. **Temporal RETENER** is displayed when the thermostat is in a **Temporal RETENER** (Temporary Hold) mode.
- 3 Displays "Cambiar Frio" (Change Filter) when the system has run for the programmed filter time period as a reminder to change or clean your filter.
- (4) Displays "Ajuste" (Set) for setpoint when in Run Program mode.
- 5 Displays **System Mode** (Calor, Frio, Auto, Off) or **Hora** (Time) in menu mode.
- 6 Displays Fan Mode (On, Auto) or "Arrancar" (Run) in Menu mode of "Ahorra" (Saving) in Cool Savings™ Mode.
- Displays "Arrancar Programa" (Run Schedule),
 "Programa" (Schedule), or "Menu".
- B Displays "Guardar" (Save) when Cool Savings™ is working.





(9)

(10)

Displays **"Bomba de Calor**" (Heat Pump) when system is configured as Heat Pump thermostat.

Displays **"Retener**" (Hold) in programmable mode when in **"Retener**" (Hold) mode. Displays **Light Bulb** in non-programmable mode.

INSTALLER/CONFIGURATION MENU

Press the Menu button for at least 5 seconds. The display will show item #1 in the table below. Press Menu to advance to the next menu item. Press res or rest to change a menu item. Shaded items are not available on 1F86.

MENU REF	НР	SS	PRESS BUTTON	DISPLAYED (FACTORY DEFAULT)	Press () or () to select from listed options	COMMENTS
1	1		MENU	On (Frio O)	Calor b On	Reversing Valve Output (SS/HP switch must be in the Heat Pump HP position)
2	2	1	MENU	P (2)	P 3, P 0	Selectable Programs Per Week (For programmable thermostat only)
3	3	2	MENU	Frio Ahorra CE (OFF)	Frio Ahorra CE On	Select Frio Ahorra (Cool Savings) on or off
			MENU	Frio Ahorra (3)	6, 5, 4, 2, 1	Selects Frio Ahorra value 1 (low) to 6 (high)
4	4	3	MENU	E (On)	E OFF	Selects Energy Management Recovery (EMR) on or off
5		4	MENU	CR Calor (ME)	AL, bA	Adjustable Anticipation (Calor) (only when SS/HP switch is at the SS position)
6		5	MENU	CR Frio (AL)	bA	Adjustable Anticipation (Frio) (only when SS/HP switch is at the SS position)
7	5		MENU	CR Bomba de Calor (AL)	bA	Adjustable Anticipation (Bomba de Calor) (only when SS/HP switch is at the HP position)
8	6	6	MENU	Cd (OFF)	Cd On	Compressor Lockout Time
9	7	7	MENU	Auto Calor Frio Off	Calor Frio Off, Calor Off with Vent icon, Calor Off without Vent icon, Frio Off, Auto Off	System Mode Configuration with Automatic Changeover
10	8	8	MENU	L (On)	L OFF	Selects Display Light on or off
11	9	9	MENU	0	1 AL, 2 AL, 3 AL, 4 AL, 1 bA, 2 bA, 3 bA, 4 bA	Adjustable Ambient Temperature Display
12	10	10	MENU	F	С	Selects Fahrenheit/Celsius Temperature Display
13	11	11	MENU	Cambiar Filtro (OFF)	Cambiar Filtro On	Selects Filter Change-out Indicator
			MENU	Cambiar Filtro 200 h	25 h to 1975 h in 25-hour increment	When on, selects time in 25 hour increments
14	12	12	Arrancar			Returns to Normal Operation

INSTALLER/CONFIGURATION MENU

- Select Reversing Valve Output (SS/HP switch must be set at HP, omitted if SS/HP switch is SS Position)

 The O/B option is factory set at "O" position. This will accommodate the majority of heat pump applications, which require the changeover relay to be energized in FRIO. If the thermostat you are replacing or the heat pump being installed with this thermostat requires a "B" terminal, to energize the changeover relay in CALOR, the O/B option should be set at "B" position.
- 2. **Program Options 1F80 only** This control can be configured for 5/2 day or 5/1/1 day programming or non-programming mode. The default setting is P2, indicating 5/2 day programming. The programs per week can be toggled to P3 or P0 by pressing the or keys. A selection of 0 Days for non-programmable will eliminate the need for EMR, and that step in the menu will be skipped.
- Select Frio Ahorro (Cool Savings[™]) and value

 Selects the Frio Ahorro feature On or OFF. If selected On, press MENU to select the amount of adjustment for the feature in Frio mode with 1 (1°) being the least amount of adjustment and 6 (6°) being the most amount

of adjustment. Default value is 3 (3°). In normal operation "Ahorro" will appear under "Vent"

Cool Savings is an optional energy saving feature that can reduce your cooling costs. It is based on the principal that lower indoor humidity makes a slightly higher temperature feel more comfortable. Frio Ahorro operates during periods of high demand which normally occur on the hottest summer days when the cooling system may run for hours to reach the thermostat setting. Long cooling run times also lower the indoor humidity. Frio Ahorro very slowly adjusts the setpoint temperature to make the setpoint closer to the displayed temperature, to a maximum number of degrees selected. Adjusting the setpoint temperature over a long cooling run time allows the system to reach your set temperature and turn off. The room temperature will actually be higher than the thermostat displays, but the reduction in humidity will allow comfort at the slightly higher temperature. When Frio Ahorro is making adjustments, "Save" will show next to the setpoint temperature and the room temperature may vary within the adjustment range selected.

If this feature is selected OFF, no change will occur when the cooling system is continually running during periods of high demand.

INSTALLER/CONFIGURATION MENU

 Energy Management Recovery: (this step is skipped if configured to be non-programmable).

Energy Management Recovery (E) On enables the thermostat to start heating or cooling early to make the building temperature reach the program setpoint at the time you specify. Heating will start 5 minutes early for every 1° of temperature required to reach setpoint.

Example: If E On is selected and have your heating programmed to 65° at night and 70° at 7 AM. If the building temperature is 65° , the difference between 65° and 70° is 5° . Allowing 5 minutes per degree, the thermostat setpoint will change to 70° at 6:35 AM. Cooling allows more time per degree, because it takes longer to reach set temperature.

5, 6 & 7. **Cycle Rate Selection** – The factory default settings with SS/HP switch in SS position for Heat is medium cycle (ME) and Cool is fast cycle (AL). For Heat Pump (HP), the default setting is fast cycle (AL).

To change cycle rate, press the \bigcirc or \bigcirc key.

Cycle rate differentials for different settings are:

MODE	Fast AL	Medium ME	Slow bA
Heat (SS)	0.4°F	0.6°F	1.8°F
Cool (SS)	1.2°F	-	1.7°F
Heat Pump (HP)	1.2°F	-	1.7°F

8. Select Compressor Lockout CL OFF or ON – Selecting CL ON will cause the thermostat to wait 5 minutes between cooling cycles. This is intended to help protect the compressor from short cycling. Some newer compressors already have a time delay built in and do not require this feature. Your compressor manufacturer can tell you if the lockout feature is already present in their system. When the thermostat compressor time delay occurs, it will flash the setpoint for up to five minutes.

- System Mode Configuration This thermostat is configured for Calor and Frio with Auto changeover (SISTEMA switch with Frio Off Calor Auto) default. It can also be configured for Calor and Frio (Frio Off Calor), Calor only with fan (Off Calor), Calor only without fan, Auto only (Auto Off), and Frio only (Frio Off).
- 10. Select Backlight Display The display backlight improves display contrast in low lighting conditions. When the "C" terminal is powered, selecting backlight L ON will keep the light on continuously. Select backlight OFF will keep the light on momentarily after any key is pressed. When the "C" terminal is not powered, the light will be on momentarily after any key is pressed no matter whether the backlight is selected ON or OFF.
- 11. Select Temperature Display Adjustment 4 LO to 4 HI Allows you to adjust the room temperature display up to 4° higher or lower. Your thermostat was accurately calibrated at the factory, but you have the option to change the display temperature to match your previous thermo stat. The current or adjusted room temperature will be displayed on the left side of the display.
- 12. Select F° or C° Readout Changes the display readout to Centigrade or Fahrenheit as required.
- 13. Select Filter Replacement Reminder and Set Run Time Select the "Cambiar Filtro" (Change Filter) reminder On or OFF. If selected On, press MENU to select the time period from 25 to 1975 hours in 25 hours increments. In a typical system, 200 hours (default) of run time is approximately 30 days. After the selected time of blower operation, the thermostat will display "Cambiar Filtro" (Change Filter) as a reminder to change or clean your air filter. When "Cambiar Filtro" (Change Filter) is displayed, press MENU button to clear the display and restart the time to the next filter change.

OPERATING YOUR THERMOSTAT —

Choose the Vent Setting (Auto or On)

Set the **VENT** Switch to Auto or On.

Vent Auto is the most commonly selected setting and runs the fan only when the heating or cooling system is on.

Vent On runs the fan continuously for increased air circulation or to allow additional air cleaning.

Choose the System Setting (Calor, Off, Frio, Auto)

Press the SISTEMA button to select:

Calor: Thermostat controls only the heating system.

Off: Heating and Cooling systems are off.

Frio: Thermostat controls only the cooling system.

Auto: Auto Changeover is used in areas where both heating and cooling may be required on the same day. **Auto** allows the thermostat to automatically select heating or cooling depending on the indoor temperature and the selected heat and cool temperatures. When using **Auto**, be sure to set the Cooling temperatures more than 1° Fahrenheit higher than the heating temperature.

Manual Operation for Non-Programmable Thermostats Mode

Press the **SISTEMA** button to select Heat or Cool and use the or buttons to adjust the temperature to your desired setting. After selecting your desired settings you can also press the **SISTEMA** button to select **Auto** to allow the thermostat to automatically change between Heat and Cool.

PROGRAMMING (For Programmable Model Only) -

Set Current Time and Day

- 1. Press **Menu** and then **Hora** button once. The display will show the hour only.
- Press and hold either the or key until you reach the correct hour and AM/PM designation (AM begins at midnight, PM begins at noon).
- 3. Press **Hora** once again. The display window will show the minutes only.
- 4. Press and hold either the or key until you reach the correct minutes.
- 5. Press **Hora** once again. The display will show the day of the week.
- Press the or key until you reach the current day of the week.
- 7. Press Arrancar to exit the Time mode.

Enter the Heating Program

- 1. Press **SISTEMA** button to select "**Calor**" in the system switch area indicating the active mode being programmed.
- 2. Press the Menu button and then press Programa.
- The top of the display will show the day(s) being programmed. The time and temperature (flashing) are also displayed. "1" will also be displayed to indicate the period.

- 5. Press Hora button, time will flash.
- 6. Press (a) or (b) key to adjust the start time for the 1st period.
- 7. The time will change in 15 minute increments.
- 8. After you have set the time and the temperature for the period to begin, press **Schedule** to advance to the next program period.
- 9. Repeat steps 2 through 8 until all of the program times and temperatures are set for all program periods on that day.
- 10.Press **Programa** to the next day and repeat steps 2 through 9.
- 11. When programming is complete and all of the times and temperatures match your desired heating schedule, press Run Schedule. The thermostat will now run your program.

Enter the Cooling Program

- 1. Press **SISTEMA** button to select "**Frio**" in the system switch area indicating the active mode being programmed.
- 2. Follow Enter Heating Program instructions for entering cooling times and temperatures.

Manual Operation (Bypassing the Program) Programmable Thermostats

IMPORTANT!

Press (a) or (b) and the **Retener** button and adjust the temperature wherever you like. This will override the program. The **Retener** feature bypasses the program and allows you to adjust the temperature manually, as needed. Whatever temperature you set in **Retener** will be maintained 24 hours a day, until you manually change the temperature or press **Arrancar Programa** (Run Schedule) to cancel **Retener** and resume the programmed schedule.

Program Override (Temporary Override)

Press (a) or (b) buttons to adjust the temperature. This will override the temperature setting until the next programmed time. To cancel the temporary setting at any time and return to the program, press **Arrancar Programa**. If the **SISTEMA** button is pressed to select **Auto** the thermostat will change to Heat or Cool, whichever ran last. If it switches to heat but you want cool, or it changes to cool but you want heat, press both and (b) buttons simultaneously to change to the other mode.

PROGRAMMING (For Programmable Model Only) -

Energy Saving Factory Pre-Program

The 1F80ST-0471 thermostats are programmed with the energy saving settings shown in the table below for all days of the week. If this program suits your needs, simply set the thermostat clock and press the **Arrancar** button. The table below shows the factory set heating and cooling schedule for all days of the week.

		e Up od 1)		For Work od 2)	Return (Peri		Go To Bed (Period 4)	
Heating Program	6:00 AM	70°F	8:00 AM	62°F	5:00 PM	70°F	10:00 PM	62°F
Cooling Program	6:00 AM	75°F	8:00 AM	83°F	5:00 PM	75°F	10:00 PM	78°F

Planning Your Program – Important

The Heating and Cooling Program schedules below allow you to pencil in your own program times and temperatures.

The 1F80ST-0471 comes configured for 5/2 day programming and can also be configured for 5+1+1 programming (see configuration section).

Factory settings are listed on Monday through Friday, Saturday and Sunday. If you are re-programming a 5/2 day schedule, pencil in your own times and temperatures directly below the factory times and temperatures.

If you are re-programming a 5+1+1 fill in all lines with the times and temperatures you want.

Keep the following guidelines in mind when planning your program.

- In Heating, lower temperatures will save energy.
- In Cooling, higher temperatures will save energy.
- If you plan on using Auto Changeover, do not program the heating higher than the cooling.

Worksheet for Re-Programming 5/2 Day and 5+1+1 Day Program

Heating Program	Wake Up (Period 1)		Leave For Work (Period 2)		Return Home (Period 3)		Go To Bed (Period 4)	
Mo-Fr	6:00 AM	70°F	8:00 AM	62°F	5:00 PM	70°F	10:00 PM	62°F
Sat-Sun	6:00 AM	70°F	8:00 AM	62°F	5:00 PM	70°F	10:00 PM	62°F
or Sat								
Sun	6:00 AM	70°F	8:00 AM	62°F	5:00 PM	70°F	10:00 PM	62°F
5+1+1 only								

Cooling Program	Wake Up (Period 1)		Leave For Work (Period 2)		Return Home (Period 3)		Go To Bed (Period 4)	
Mo-Fr	6:00 AM	75°F	8:00 AM	83°F	5:00 PM	75°F	10:00 PM	78°F
Sat-Sun or Sat	6:00 AM	75°F	8:00 AM	83°F	5:00 PM	75°F	10:00 PM	78°F
Sun 5+1+1 only	6:00 AM	75°F	8:00 AM	83°F	5:00 PM	75°F	10:00 PM	78°F

TROUBLESHOOTING -

Reset Operation

Note: When thermostat is reset, installer configuration menu settings and programming will reset to factory settings. If a voltage spike or static discharge blanks out the display or causes erratic thermostat operation, you can reset the thermostat by removing the wires from terminals R and C (do not short them together) and removing batteries for 2 minutes. After resetting the thermostat, replace the wires and batteries. If the thermostat has been reset and still does not function correctly contact your heating/cooling service person or place of purchase.

Note: Be sure to review the installer configuration menu settings.

To reset the programming, clock and configuration settings, press and and and the **VENT** button simultaneously. The thermostat should go blank and then all segments will be displayed momentarily.

Symptom	Possible Cause	Corrective Action
No Heat/No Cool/No Fan (common problems)	 Blown fuse or tripped circuit breaker. Furnace power switch to OFF. Furnace blower compartment door or panel loose or not properly installed. Loose connection to thermostat or system. 	Replace fuse or reset breaker. Turn switch to ON. Replace door panel in proper position to engage safety interlock or door switch. Tighten connections.
No Heat	 Pilot light not lit. Furnace Lock-Out Condition. Heat may also be intermittent. Heating system requires service or thermostat requires replacement. 	Re-light pilot. Many furnaces have safety devices that shut down when a lock- out condition occurs. If the heat works intermittently contact the furnace manufacturer or local HVAC service person for assis- tance. Diagnostic: Set SISTEMA Switch to Calor and raise the set- point above room temperature. Within a few seconds the thermo- stat should make a soft click sound. This sound usually indicates the thermostat is operating properly. If the thermostat does not click, try the reset operation listed above. If the thermostat does not click after being reset contact your heating and cooling service person or place of purchase for a replacement. If the thermostat clicks, contact the furnace manufacturer or a HVAC service person to verify the heating is operating correctly.
No Cool	 Cooling system requires service or thermostat requires replacement. 	Same as diagnostic for No Heat condition except set the thermo- stat to Frio and lower the setpoint below the room temperature. There may be up to a five minute delay before the thermostat clicks in Cooling.
Heat, Cool or Fan Runs Constantly	 Possible short in wiring. Possible short in thermostat. Possible short in heat/cool/fan system. VENT Switch set to VENT ON. 	Check each wire connection to verify they are not shorted or touching together. No bare wire should stick out from under ter- minal block. Try resetting the thermostat as described above. If the condition persists the manufacturer of your system or service person can instruct you on how to test the Heat/Cool system for correct operation. If the system operates correctly, replace the thermostat.
Thermostat Setting & Thermostat Thermometer Disagree	1. Thermostat thermometer setting requires adjustment.	The thermometer can be adjusted +/- 4 degrees. See Tempera- ture Display Adjustment in the Configuration Menu section.
Furnace (Air Conditioner) Cycles Too Fast or Too Slow (narrow or wide temperature swing)	 The location of the thermostat and/or the size of the Heating System may be influencing the cycle rate. 	Digital thermostats provide precise control and cycle faster than older mechanical models. The system turns on and off more frequently but runs for a shorter time so there is no increase in energy use. If you would like an in- creased cycle time, choose bA for slow cycle in the Con- figuration menu, step 6 (heat), 7 (cool) or 8 (heat pump). If an acceptable cycle rate is not achieved, contact a local service person for additional suggestions.

HOMEOWNER HELP LINE: 1-800-284-2925

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