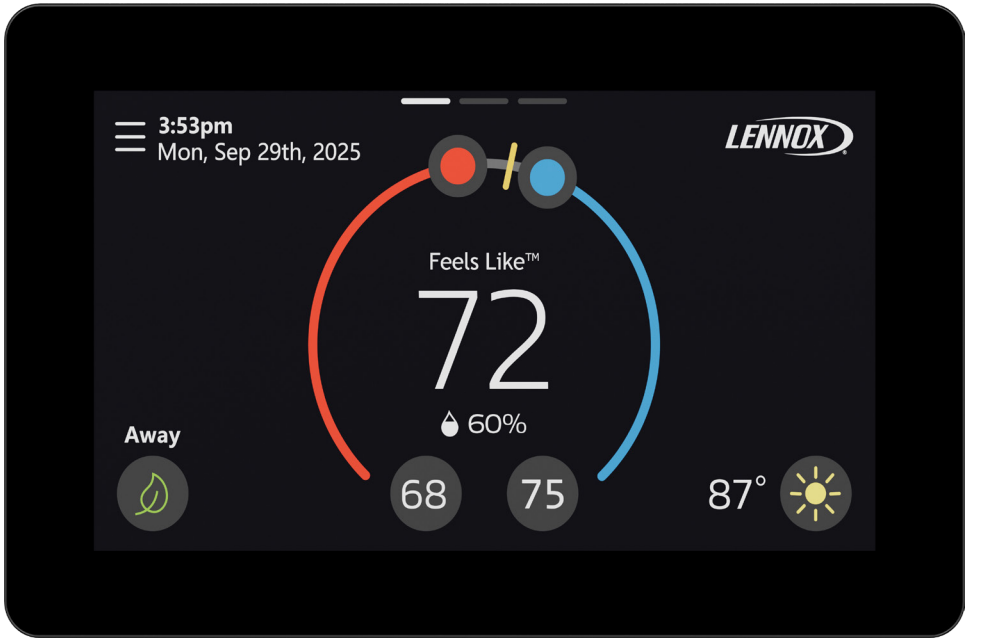

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Lennox® E40 Smart Thermostat

Installation and Setup Guide

Table of Contents

Shipping and Packing List....3

Thermostat External Components....3

Reboot Button, Micro USB Connection and Built-in Sensors....3

Lennox® Smart Applications....3

Lennox® Home App (Homeowner)....3

Lennox® Smart Tech App (Installer)....3

Download Lennox® Smart Applications....3

Lennox® Smart Tech App....3

Lennox® Home App....3

Additional Support....4

Service and Support - Service Access and Remote In....4

Thermostat Dimensions....4

Thermostat Terminal Information....4

Thermostat Wiring Diagrams....5

Installation Considerations....7

Thermostat Installation....7

Installation....7

Attaching the Thermostat to the Wall Plate....8

Removing the Thermostat from the Wall Plate....8

Commissioning Via Lennox® Smart Tech....8

Mobile Device Operating System Requirements....8

Commissioning Screens....9

Servicing using the Lennox® Smart Tech App....10

Setup and Customization Process....10

Setup Process....10

Customization Process....10

Setup Through the Thermostat....10

Setup Through the Mobile App....11

Login with my Lennox Pros Account....11

Continue Without a Lennox Pros Account....13

Helping the Homeowner Connect Thermostat to Home Wi-Fi....16

Home Wi-Fi Access Point is Visible....16

Home Wi-Fi Access Point is Hidden....16

Wi-Fi Terminology....17

Received Signal Strength Indication (RSSI)....17

Dealer Service Center....17

Notifications....18

Equipment Settings....18

Thermostat....18

Heat Pump....21

Air Conditioner....22

Electric....22

Devices....22

Smart Devices Network....22

Managing Smart Devices....22

Lennox Smart Room Sensor....22

Lennox Smart Air Quality Monitor (IAQ)....23

Lennox Wireless Extender....23

Add/Remove Equipment....23

Reset....23

Information....23

Tests....24

Diagnostics....24

Installation Report....24

Connect to Lennox® Smart Tech App....25

Displaying Outdoor Temperature (Sensor) and Indoor Humidity on the Thermostat Home Screen....25

Displaying the Outdoor Temperature on the Home Screen....25

Displaying the Indoor Humidity on the Home Screen....25

Specific Configurations....26

Dehumidification Settings....26

Dehumidification Setting Options....26

Dehumidification Set Point....26

Advanced Dehumidification Descriptions....26

Ventilation (ERV, HRV and Fresh Air Damper)....27

Ventilation Rates....27

Energy Recovery Ventilator (ERV)....27

Heat Recovery Ventilator (HRV)....27

Fresh Air Damper....27

Operation of Fresh Air Dampers with Environmental Overrides....27

Ventilation Control Modes....27

Notifications (Service and Alert Codes)....28

Alert Code Priority Types and Notification Options....28

Service Notification Alert Codes....28

Alert Codes....29

Installation Checklist....32

Technical Support and Mobile App for Installers/Technicians Only....33

Technical Support for Installers/ Technicians Only....33

Lennox® Smart Tech App for Installers/ Technicians Only....33

LennoxPros Mobile Application for Installers/ Technicians Only....33

LennoxPros Service Dashboard....33

Service Dashboard Search Screen....33

Customer Search Results....33

Home Systems....34

System History....34

Temporary Advanced Diagnostics Access (Remote In Button)....34

Alerts & Reminders: [System Name]....34

Equipment & Reports....34

Equipment Configuration Profile (ECP)....35

Equipment Profiles....35

Unregistering the E40 Smart Thermostat....36

Unregister System....36

Move Out....36

Remove Home....36

Delete Account....36

Factory Reset....37

Index....38

Shipping and Packing List

Table 1. Packing List

Qty.	Description	Qty.	Description
1	Lennox® E40 Smart Thermostat	4	Mounting screws (#6 x 1.25 SMS pan head Phillips)
1	Back Plate	4	Wall anchors (alligator flanged wall anchors)
1	Wall Plate	1	Lennox E40 Smart Thermostat System Wiring Diagrams (538656-01)
1	Gang Box Plate	1	Warranty certificate

Thermostat External Components

Reboot Button, Micro USB Connection and Built-in Sensors

- ***Humidity sensor*** - This is the intake location for the built-in humidity sensor. Do not block the intake location. The indoor humidity percentage is displayed (enabled by default) on the home screen. The humidity percentage display on the home screen can be disabled by going to **Menu** > **Setting** > **Display**.
- ***Temperature Sensor*** - This determines the room temperature.
- ***Reboot button*** - Using a paper clip, press and hold this button for approximately six (6) seconds to reboot the Thermostat. No settings are lost using this procedure.
- ***Micro USB connector*** with cover - For future use.

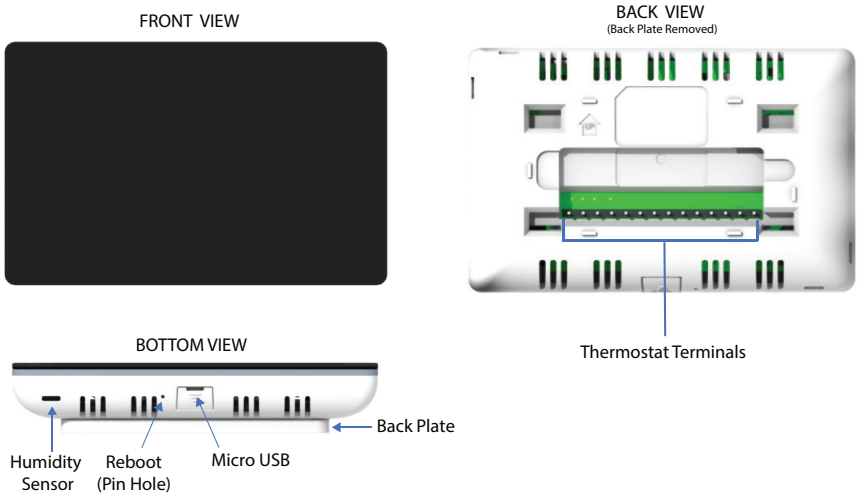


Figure 1. Thermostat External Components

Lennox® Smart Applications

Lennox® Home App (Homeowner)

- The free Lennox® Home is available for use on iOS and Android™ devices.
- Controls fresh air dampers and ERV/HRV.

Lennox® Smart Tech App (Installer)

- The free ***Lennox® Smart Tech App*** allows the installer to commission and service the system on most iOS and Android™ devices.
- Remotely turn the system on and off during setup.

Download Lennox® Smart Applications

Scan the QR codes listed below to download the specific application you desire.

Lennox® Smart Tech App

Google Play (Android™)

App Store (iOS)

Lennox® Home App

Google Play (Android™)

App Store (iOS)

Additional Support

The following QR codes are Android™ and iOS compatible.

Dealer Support Pages

Smarter Together Support

Smarter Together Support (Spanish & French)

Smarter Together - FAQs

Service and Support - Service Access and Remote In

IMPORTANT

Protect homeowner investment and peace of mind with active monitoring of system operations through the Lennox® E40 Smart Thermostat. This feature is free of charge and provides basic maintenance reminders, alerts homeowner of potential issues, and can even allow the homeowner to remotely share diagnostics with the Lennox dealer to troubleshoot and fix problems. This proactive care helps eliminate downtime and avoid unnecessary service visits and repair costs, ensuring nothing short of perfect air.

Please share this information with homeowner as you ask them to accept the Advanced Diagnostics & Remote sharing permissions.

With the homeowner's permission, use the following procedure to enable remote access and diagnostics.

From the thermostat home screen, go to **Menu** > **Lennox Dealer Support Access** > **Local Lennox Dealer Info** and verify that all fields are complete. Select **Dealer Support Access** and press the slide buttons to **ON** to enable Remote Sharing, Alerts and Notifications, and Advanced Diagnostics.

- ***Remote Sharing*** - Enables the local Lennox Dealer to view historical data (system setpoints, cooling and heating run times, etc.) to better diagnose issues, should they occur.
- ***Alerts and Notifications*** - Notifies the local Lennox Dealer whenever the system requires service or maintenance.
- ***Advanced Diagnostics*** - Remotely share diagnostics with the local Lennox Dealer to troubleshoot and fix problems. This proactive care helps eliminate downtime and avoid unnecessary service visits and repair costs.

Thermostat Dimensions

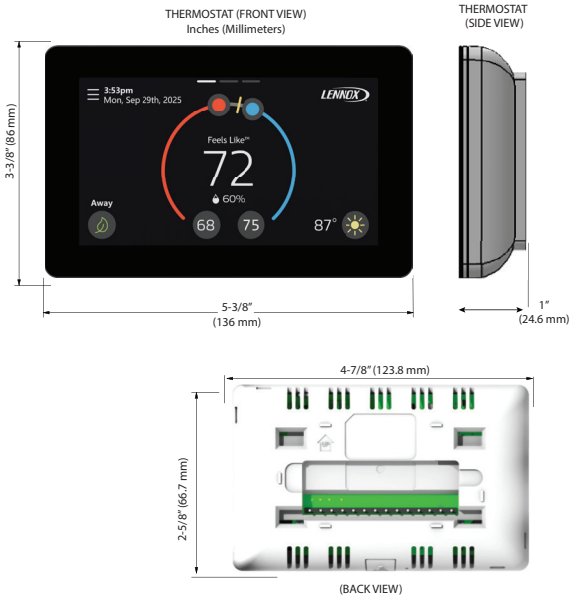


Figure 2. E40 Smart Thermostat with Back Plate Removed

Thermostat Terminal Information

Table 2. Terminal Designations and Wiring Recommendations

Terminal Designation	Description
R	24VAC input
Y1	First Stage Cooling or First Stage of Heat Pump
W1	First Stage of (non – heat pump) or first stage Auxiliary Heat / Emergency Heat (Heat Pump)
G	Fan Relay
C	Common
O/B	Heat pump reversing valve operations. When O (default) is selected under settings > terminal settings, the relay is ON during cooling and OFF during heating. When B is selected, the relay is ON during heating and OFF during cooling.
Y2	Second Stage Cooling or Second Stage of Heat Pump

Table 2. Terminal Designations and Wiring Recommendations

Terminal Designation	Description
W2	Second stage heating (non-heat pump)
D/H	This terminal is for an optional dehumidifier of humidifier. The D/H terminal is powered using the HVAC systems 24VAC source (“R”). Factory default software setting is for humidify. Terminal settings can be changed by going to settings > advanced settings > terminal settings. Available settings are off, humidify and dehumidify.
R2	This is the secondary 24VAC power source for ACC (Accessory). The R2 terminal is connected to the ACC1 terminal by a factory provided jumper.
ACC 1	ACC1 & ACC2 are a set of dry relay contacts with a factory jumper installed between R2 and ACC1 to provide 24VAC to ACC1 & ACC2 contacts. Default factory software settings for ACC (Accessory) is off. Terminal function setting can be changed by going to settings > Advanced settings > terminal settings. Available settings are off, humidify and dehumidify. Connect Accessory to terminal ACC2 and change software setting to the application type of accessory. Power is supplied by R2 to ACC1 factory jumper. ***NOTE:*** *The ACC1 is intended to be the voltage input terminal for the ACC relay. If the ACC relay is configured as a Dehumidifier and Humidifier, the ACC1 terminal needs to be jumped to “R2” to supply the 24 VAC from the HVAC system’s 24V source. A jumper between R2 and ACC1 will be shipped installed by the factory.* ***NOTE:*** *If the ACC terminal is used for ventilator devices which have their own voltage supply and need a set of “dry relay contacts” the jumper will need to be removed from R2-ACC1.*
ACC 2	
TO	Used for connection to an optional outdoor temperature sensor. Use only dedicated 2-conductor thermostat wire.
TC	

Thermostat Wiring Diagrams

See “Figure 3. Smart E40 Thermostat with Two-Stage Furnace with Integral RDS Control and Two-Stage Air Conditioner” on page 6 for the wiring diagram.

Reference Lennox E40 Smart Thermostat System Diagrams (538656-01) for the remaining wiring configuration options:

- Single Stage Furnace with Integral RDS Control and Single Stage Air Conditioner
- Non-Communicating Air Handler with Integral RDS Control and Single Stage Heat Pump
- Two Stage Furnace with Integral RDS Control and Two Stage Air Conditioner
- Non-Communicating Air Handler with Integral RDS Control and Two Stage Heat Pump
- Single Stage Furnace with Integral RDS Control and Two Stage Air Conditioner
- Two Stage Furnace with Integral RDS Control and Single Stage Heat Pump
- Two Stage Furnace with Integral RDS Control and Two Stage Heat Pump
- Variable Capacity Furnace with Integral RDS Control and Variable Capacity Two Stage Air Conditioner
- Communicating/Non-Communicating Air Handler with Integral RDS Control and Variable Capacity Two Stage Heat Pump
- Variable Capacity Furnace with Integral RDS Control and Variable Capacity Two Stage Heat Pump
- Two Stage Furnace with Integral RDS Control and Two Stage Air Conditioner
- Two Stage Furnace with Integral RDS Control and Two Stage Air Conditioner (HCWD6-80, 100, 130)
- Two Stage Furnace with Integral RDS Control and Two Stage Air Conditioner
- Two Stage Furnace with Integral RDS Control and Two Stage Air Conditioner (with field-provided relay)
- Two Stage Air Conditioner and Two Stage Furnace with Non-Integral RDS Control

The following diagram illustrates the basic Lennox control wiring for an E40 Smart Thermostat with a two-stage furnace with integral RDS Control and two-stage air conditioner.

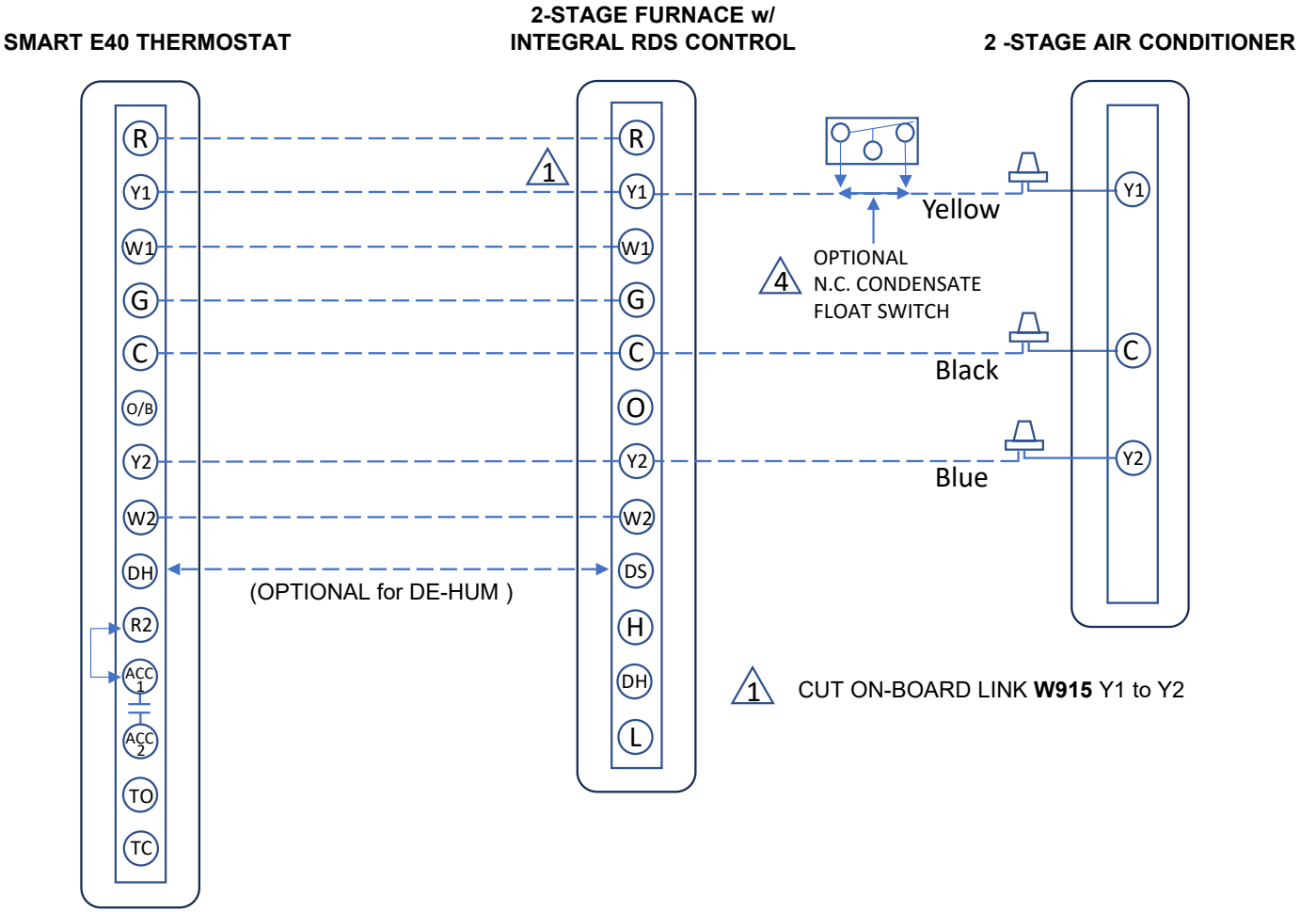


Figure 3. Smart E40 Thermostat with Two-Stage Furnace with Integral RDS Control and Two-Stage Air Conditioner

Installation Considerations

⚠WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life.

Installation and service must be performed by a licensed professional HVAC installer (or equivalent) or a service agency.

Before beginning installation, note the type of equipment, number of stages, and any accessories being installed.

Do

- Read this entire document, noting which procedures pertain to your specific equipment and system requirements.
- Conform to local and national building and electrical codes and ordinances.
- Place the thermostat on a central interior wall.
- Installed thermostat a minimum of **5 feet up from the floor**.

Do Not

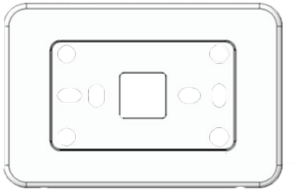
- Install on voltages higher than 30VAC.
- Install on outside walls or in direct sunlight
- Install near air return or discharge air vents.
- Install near fireplaces or other heat sources
- Install on exterior walls
- Install near windows or doors
- Install near kitchens
- Install in rarely used rooms or hallways

Thermostat Installation

Installation

Use the following procedure for installation of the thermostat wall plate where existing thermostat wiring does not exist:

1. Unpack the thermostat and wall plate.
2. Detach the back plate from thermostat body.



Wall Plate

Back Plate

Thermostat
(Back Plate Removed)

3. Determine the best location to install wall plate. Ideal location should be located away from outside wall, direct sunlight or discharge air vents. The thermostat should typically be installed at least **5 feet up from the floor**.
4. Cut or drill a small hole for thermostat wiring.

3/8” (10 mm)
Diameter Hole

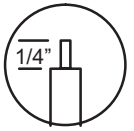
5. Pull about three inches (75mm) of thermostat wire through the opening and remove the outer thermostat wire jacket.

Seal wire hole in wall to prevent cold or hot air from affecting temperature sensor in display.

⚠ IMPORTANT

Seal wire hole in wall to prevent cold or hot air from affecting temperature sensor in Thermostat.

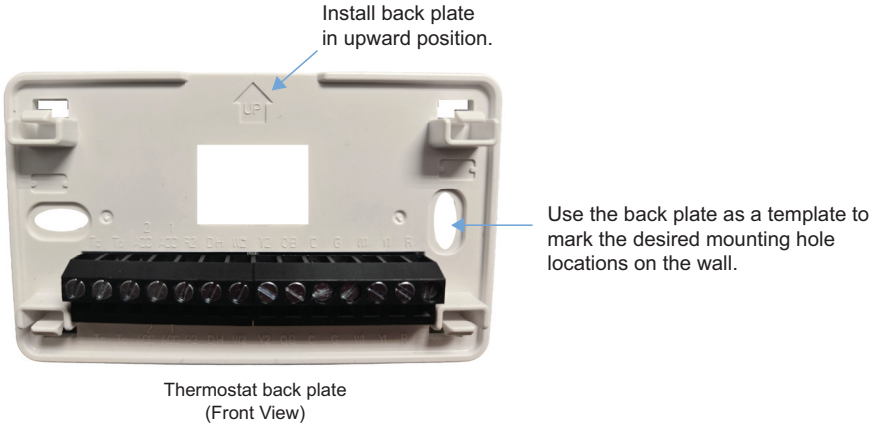
6. Strip a maximum of 1/4” (6 mm) insulation from end of each wire. For best results, only strip sufficient insulation for wire to insert into the terminals without any wiring exposed.



7. Use a level to align the wall plate on wall horizontally.

8. Use the back plate as a template to mark the desired mounting hole locations on the wall.

NOTE: *Make sure the UP arrow on the back plate is pointing up.*



9. Drill 3/16” (5 mm) holes at marked locations on the wall for anchors. Then insert wall anchors into holes until flush with the wall.
10. Secure wall plate with provided #6 x 1.25” pan-head screws (4).
11. Connect thermostat wiring to back plate screw terminals.

Attaching the Thermostat to the Wall Plate

1. Hold the thermostat by the edges, line it up with the wall plate (horizontal position), and move the thermostat toward the wall plate.
2. Center the cavity on the back of the display over the wall plate.
3. Gently press on the edges of the thermostat until you hear the mounting snaps engage. Be careful not to apply force directly on the glass.

NOTE: *Once the thermostat is connected, it may take up to 45 seconds for it to power up.*

Removing the Thermostat from the Wall Plate

1. Grasp the left and right edges of the thermostat and gently pull away from the wall.

NOTE: *If the thermostat is detached from the back plate, the thermostat will shut down and will not be able to communicate with the system. The system can be controlled from mobile devices after registration is complete.*

2. Do not remove the label covering the thermostat screen until after power is applied to the system.

Commissioning Via Lennox® Smart Tech

This application tool is used by dealers to commission a E40 Smart Thermostat using a Wi-Fi enabled mobile device.

A temporary direct Wi-Fi connection is created between the mobile device and thermostat using the ***Lennox® Smart Tech App***.

NOTE: *The **Lennox® Smart Tech App** only connects locally while within Wi-Fi range of the thermostat. The app cannot connect through the home Wi-Fi network or Internet.*

To use the *Lennox® Smart Tech App*, the mobile device must be:

- Wi-Fi capable
- Located in the home near the thermostat

NOTE: *A router with Bonjour capabilities is required for this function. Check* the router features if the thermostat does not connect. Apple Bonjour® is an implementation of zero-configuration networking (Zeroconf), a group of technologies that includes service discovery, address assignment, and host name resolution.

Mobile Device Operating System Requirements

The ***Lennox® Smart Tech App*** is available for both iOS 11.0 or higher (App Store) and Android 9.0 or higher (Google Play).

Establishing a Direct Wireless Connection to the Thermostat

⚠ IMPORTANT

If the connection between the Lennox® Smart Tech App and thermostat is idle for three (3) minutes, the thermostat will auto-disconnect from the mobile device. Repeat procedures to reconnect.

1. Apply power to the thermostat.

⚠ IMPORTANT

After applying power to the thermostat, if a "System Under Test" screen appears, it could indicate either the system is under reconfiguration or is unable to communicate with the indoor unit. Check wiring connections between the thermostat wall plate and indoor unit for loose or incorrect connections.

NOTE: *When Lennox controls are configured for a communicating system, all jumpers and links setting on the controls are ignored. Jumpers and links setting are treated as defaults and would only be active if the system was configured as a non-communicating system.*

2. A **Welcome** screen will appear. Select the desired language to be used. Options are **English**, **Français** and **Español**. Select the right **arrow** to continue.
3. On the **Choose Setup Route** screen there are two options:
   - » Setup through the Thermostat
   - » Setup through the Mobile App

   Select option 2 and select the right **arrow** to continue.
4. The ***Download Lennox® Smart Tech App*** screen will appear on the thermostat. On that screen you can scan the QR code with your mobile device to download the Lennox® Smart Tech App from either App Store or Google Play. If the application has already been installed, select the right arrow to continue and proceed to step 6.
5. Once the ***Lennox® Smart Tech App*** has been downloaded and installed on your mobile device. Return to the thermostat and select the **right arrow** to continue.
6. The next screen is the ***Connect Thermostat with Lennox® Smart Tech App***. Select the **Start** button to continue.
7. The next screen is the **Thermostat ID** broadcasting screen. Start the *Lennox® Smart Tech Service App*. Follow the screens on the ***Lennox® Smart Tech App***.

NOTE: *See "Table 3. Lennox® Smart Tech App Commissioning Screens" on page 9 for sequence of commissioning.*

Commissioning Screens

The following table describes the commissioning sequence and screens in order of their appearance during the commissioning.

Table 3. Lennox® Smart Tech App Commissioning Screens

Screen Titles	Selections or Status
Not Connected **Welcome - Select Language**	English Français Español
Connect to device	E40-XXXXXXXXX will appear. It should match the thermostat ID that is displayed on the thermostat. Select the ID on the app's screen.
Connect with Thermostat	A **DIRECT -CHXX-XXX** will appear. Select **Connect**. A confirmation screen will appear indicating successful connection to the thermostat. Select the **right arrow t**o continue.
Dealer Information	Add the dealer ID number and phone number. ***NOTE:*** *You will not be able to proceed unless either the dealer ID or phone number is entered.*
General Information, Time, Date and Units	• Select Country / Region • Time, Date, Time Zone and Daylight Savings (You will not need to populate these fields once the thermostat is connected to the Internet). • Temperature Unit • Unit System
Adding non-communicating equipment	Options None, Fresh Air Damper, HRV, ERV, humidifier,dehumidifiers and non-communicating outdoor units. ***NOTE:*** *For ventilation equipment, a Lennox Equipment Interface Module will be required.*
Reminders	Reminders can be set for filters and system maintenance.
	Additional screens allow for setting filter reminders based on calender time or runtime.
System Name	On this screen the system name can be changed.
Congratulations	Setup is completed. Select **Finish**. This will take you to the Service Center screen to make any additional changes required to the system.
Service Center	If no other changes are required, the user can terminate the connection to the thermostat by select **Disconnect from XXXXXXXX** located at the bottom on the screen.

Servicing using the Lennox® Smart Tech App

To use ***Lennox® Smart Tech App*** as a service tool, the commissioning of the system must have already been completed.

NOTE: *Currently there is a default timer for 30 minutes to complete any service procedures before the thermostat will automatically log you out. The duration of the timer cannot be adjusted.*

1. Download and install the *Lennox® Smart Tech App* if not already installed.
2. From the thermostat home screen, go to **Menu** > **Settings** > **Advanced Settings** > **View Support Service Control Center** and select **Connect To Lennox® Smart Tech App**. The thermostat will start broadcasting its Thermostat ID.
3. Start the ***Lennox® Smart Tech App*** and follow the app screen prompts.

Setup and Customization Process

The E40 Smart Thermostat has a built-in Setup and Customization Process that walks the homeowner through steps like accepting the End User License Agreement and thermostat features like *Setting a Schedule* and *One-Touch Away*.

Setup Process

NOTE: *The Setup Process is completed in conjunction with the E40 Smart Thermostat and the Lennox Home app.*

The following initial setup screens are to be completed by the dealer or installer:

- » Welcome (language selection)
- » Choose Setup Route
- » Dealer Information
- » General Settings
- » System Name (with help of the homeowner)

After completing the aforementioned screens, direct the homeowner to finish the setup process and to customize their thermostat. See “E40 Setup Pending (For Homeowners to Complete)” on page 14.

Customization Process

NOTE: *The Customization Process is completed through the Lennox Home app only.*

The Customization Process allows homeowners to start using the top features of the *Lennox® E40 Smart Thermostat* according to their preferences. After completing the Setup Process, a “Customization is pending” badge appears on the home screen. See *Customize the E40 Smart Thermostat* in the Lennox® E40 Smart Thermostat User Guide.

Initial Setup Screens (For Dealer to Complete)

1. Power up the thermostat.
2. Select the preferred language on the *Welcome* screen.
3. Press → to advance to the *Choose Setup Route* screen.
4. Select the setup route:
   - » Continue setup process through the thermostat (See “Setup Through the Thermostat” on page 10.)
   - » Continue setup process through the Lennox Home app (See “Setup Through the Mobile App” on page 11.)

Setup Through the Thermostat

1. Select **Setup through the Thermostat** and press → to advance to the *Dealer Information* screen.
2. Complete the **Dealer Information** fields and press → to advance to the *General Settings* screen.
3. Complete the fields in the following sections:
   - » Country/Region
   - » Time and Date
   - » Units
4. Press → to advance to the *Add/Remove Non-Communicating Equipment* screen.

NOTE: *Technicians can press each equipment name, make adjustments, and press **Set** (if changes are necessary).*

Ventilation equipment requires a Lennox Equipment Interface Module.

5. Press → to advance to the *Setup Wi-Fi* screen.

6. Select **Yes** and press → to advance to the Select a *Wi-Fi Network* screen.
7. Select the homeowner's Wi-Fi network from the list of available networks.

   If the home uses a hidden network see "Home Wi-Fi Access Point is Hidden" on page 16.
8. Enter the Wi-Fi password via the virtual keyboard.
9. Press →.

   A confirmation dialog displays when a connection is established.
10. Press **OK** to advance to the *Reminders* screen.

Technicians can set service and maintenance reminders for the system's equipment by pressing **Disabled** for each component detected.

NOTE: *Technicians can skip the Reminders screen by pressing → to advance to the System Name screen.*

There are two options by which to set reminders:

» *Calendar Time* - Select **Custom** to set reminders to a specific calendar date.

» *Run Time* - Select **3**, **6**, **12** or **24 Months** to set a *Run Time* period.

11. Press → to advance to the *System Name* screen.

NOTE: *Lennox® recommends renaming the system to a name other than "System" or "system" especially if the homeowner intends to use voice control via a smart home device such as Amazon Alexa. If the homeowner decides to keep the name "System" or "system," the homeowner must address the system as "Thermostat" when using voice control via a third-party smart home device.*

12. Enter a name for the system.

    This step is optional, but Lennox recommends asking the homeowner to provide a name for their system.
13. Press →.

    The Congratulations screen displays, which confirms the *Lennox® E40 Smart Thermostat* has been successfully set up.
14. Make a selection:
    - **Perform Tests** to run Automated or Manual Tests
    - **Go to the Dealer Service Center** to access Notifications, Equipment Settings, Information, Tests, Diagnostics, Installation Report, Connect to Mobile App features

NOTE: *Pressing Exit returns the technician to the thermostat home screen.*

Setup Through the Mobile App

1. Select **Continue setup process through the Mobile App** and press →.

   The *Download Mobile App* screen displays.
2. Scan the QR code and download the Lennox® Smart Tech App.
3. Press →.

   The *Connect Thermostat with Lennox® Smart Tech App* screen displays.
4. Open the *Lennox® Smart Tech App*.
5. Press
   - Login with my Lennox Pros Account
     (see "Login with my Lennox Pros Account" on page 11) *or*
   - Continue without a Lennox Pros Account
     (see "Continue Without a Lennox Pros Account" on page 13)

Login with my Lennox Pros Account

NOTE: *Installers must log into the Lennox® Smart Tech App (using their LennoxPros username and password) to download their dealership's Equipment Profiles stored within LennoxPros.*

1. Launch the *Lennox® Smart Tech App*.
2. Click **Login with my LennoxPros Account** and enter login and password.

   The *Welcome to the Lennox® Smart Tech App* screen displays.

NOTE: *The user icon displays in the top right corner of the screen. Click this icon to adjust the language of the app and to verify account details.*

3. Click **Capture Equipment.**

   The *Before you start* screen displays after the initial login. The messaging suggests gathering all equipment barcodes before starting the scanning process.
4. Press → to advance to *Create New List or Choose Existing List* screen.

5. Select **Create new list** and press → to advance to the *Create a New List* screen.
6. Enter an identifying name in the **List Name** field and press → to advance to the next screen.

NOTE: *Lennox suggests using identifiers such as JobID, Customer's Name, Job Date, Job Address etc.*

7. Press **Capture** and scan (or manually enter) the barcode of the first piece of equipment.

NOTE: *The installer can either scan the barcode or enter it manually by pressing* **Type***. If the equipment is scanned or entered more than once, an exclamation point displays with an accompanying message that notifies the technician the equipment has already been scanned for the list. The app will confirm whether the installer wants to replace the existing equipment with the latest capture.*

If the barcode is valid, a check mark displays and messaging confirms the scan was successful. If the barcode does not scan, an "X" displays and messaging notifies the installer that the code is invalid and encourages the installer to re-scan the code.

8. Repeat step 7 until all equipment has been captured.
9. Press **Finish Equipment Capture** when the last barcode has been scanned.

   A summary of scanned equipment displays.

NOTE: *Installers can press the trash can icon to remove scanned equipment from the list. Installers can press ← to return to the Create A New List screen to edit the List Name, but all captures will be lost.*

10. Press **Save**.

    The app confirms the number of equipment pieces captured.

NOTE: *A maximum of five equipment pieces can be scanned to a single list.*

11. Press **Go to Home**.

    The app returns to the *Welcome to the Lennox® Smart Tech App* screen.
12. Select **View Captured Equipment**.

    The stored list display.
13. Select the newly captured list to verify the equipment associated with the list.

NOTE: *The installer can capture more equipment to add to the list, or press the trash can icon to delete equipment from the list. The entire list can be deleted by pressing* **Delete List***.*

14. Press **<** until the *Welcome To Lennox® Smart Tech App* screen displays.
15. Select **Connect to a Thermostat**.

    The *Disclaimer* screen displays.
16. Select **Continue Connecting to a TSTAT** and press →.

    The *Connect with E40 Smart Thermostat* screen displays.
17. Follow the on-screen instructions.
18. Press →.

    The *Lennox® Smart Tech App* searches for and displays available E40 Smart Thermostats.
19. Select the thermostat with the matching ID number and press →.
20. Press **Connect**.

    The app connects to the thermostat.
21. Press → to advance to the *Choose Setup Route* screen.
22. Select **Configure New System** and press → to advance to the *Dealer Information* screen.
23. Complete the fields on the *Dealer Information* screen and press → to advance to the *General Settings* screen.
24. Verify the information in the following fields are accurate; make adjustments as necessary.
    - Country/Region
    - Time and Date
    - Units
25. Press → to advance to the *Lennox Smart Thermostat Configuration* language screen.
26. Select a language and press → to advance to the *Add/Remove Non-Communicating Equip* screen.
27. Press **Import Captured Equipment**.

    The *Equipment Captured* screen displays.
28. Press **>** next to the list item (job order/name) to view the equipment on the list.
29. Press **Import list**.

    A dialog displays that confirms the list was imported.
30. Press **OK**.

    The *Add Manually* screen displays.

    The technician can add or adjust the parameters for non-communicating equipment, such as ventilators, humidifiers, dehumidifiers etc.

31. Make adjustments to the parameters for the listed equipment (if necessary) and press **Set**.
32. Press **Done**.
33. Press **<** to return to the *Add/Remove Non-Communicating* screen.

    The newly added equipment displays beneath *Non-Comm. Equipment Added*.
34. Press → to advance to the *Smart Devices* screen.
35. Select **Yes** to add a smart device and follow the on-screen instructions or select **No**.
36. Press → to advance to the *Reminders* screen.

NOTE: *If reminders are not necessary, press → to advance to the System Name screen.*

Installers can set reminders for service and maintenance for system equipment by pressing **Disabled** for each component detected.

There are two options by which to set reminders: *Calendar Time* and *Run Time*.

- *Calendar Time* - Select **Custom** to set reminders to a specific calendar date.
- *Run Time* - Select **three (3)**, **six (6)**, **12 (twelve)** or **24 (twenty-four) Months** to set a *Run Time* period.

NOTE: *Press < **Back** to return to the Reminders screen.*

37. Press → to advance to the *System Name* screen.

NOTE: *Lennox® recommends renaming the system to a name other than "System" or "system" especially if the homeowner intends to use voice control via a smart home device such as Amazon Alexa. If the homeowner decides to keep the name "System" or "system," the homeowner must address the system as "Thermostat" when using voice control via a third-party smart home device.*

38. Enter a name for the system.
39. Press → to advance to the next screen.

    The *Congratulations* screen displays.
40. Press → to advance to the *Congratulations* screen.

    This screen offers two options: *Go to the Dealer Service Center* and *Run Installation Test*.
41. Make a selection:
    - **Go to the Dealer Service Center** to access Notifications, Equipment Settings, Information, Tests, Diagnostics, and Installation Report. After service is complete press **Exit Dealer Service Center**. The *Lennox® Smart Tech App* will disconnect from the *Lennox® E40 Smart Thermostat*.
    - **Run Installation Test** and press → to view an installation report.

NOTE: *If devices were added to the system, press* **Menu** > **Settings** *to view newly added device(s) beneath the Devices heading.*

See "E40 Setup Pending (For Homeowners to Complete)" on page 14.

Continue Without a Lennox Pros Account

1. Select *Continue without a Lennox Pros Account***.**

   The *Connect with E40 Smart Thermostat* screen displays.
2. Read and follow the on-screen instructions.
3. Press →.

   The *Lennox® Smart Tech App* locates the thermostat.
4. Verify the ID on the thermostat matches the ID listed in the *Lennox® Smart Tech App*.
5. Press the ID number and press →.
6. Press **Connect**.

   A check mark displays in the *Lennox® Smart Tech App* to confirm the connection between the app and the thermostat.
7. Press → to advance to the *Choose Setup Route* screen.
8. Select **Configure New System** and press → to advance to the *Dealer Information* screen.
9. Complete the fields on the *Dealer Information* screen and press → to advance to the *General Settings* screen.
10. Verify the information in the following fields are accurate; make adjustments as necessary.
    - Country/Region
    - Time and Date
    - Units
11. Press → to advance to the *Lennox Smart Thermostat Configuration* language screen.
12. Select a language and press → to advance to the *Add/Remove Non-Communicating Equip* screen.

    The technician can add or adjust the parameters for non-communicating equipment, such as ventilators, humidifiers, dehumidifiers etc.
13. Press **+** next to the equipment type and make adjustments (if necessary) and press **Set**.

14. Press → to advance to the *Smart Devices* screen.
15. Select **Yes** to add a smart device and follow the on-screen instructions or select **No** to advance to the *Reminders* screen.

NOTE: *Installation technicians can set reminders for service and maintenance for system equipment by pressing* **Disabled** *for each component detected.*

Reminder Options:

- *Calendar Time* - Select **Custom** to set reminders for a specific calendar date.
- *Run Time* - Select **three (3)**, **six (6)**, **12 (twelve)** or **24 (twenty-four) Months**.

16. Press → to advance to the *System Name* screen.

NOTE: *Lennox® recommends renaming the system to a name other than "System" or "system" especially if the homeowner intends to use voice control via a smart home device such as Amazon Alexa. If the homeowner decides to keep the name "System" or "system," the homeowner must address the system as "Thermostat" when using voice control via a third-party smart home device.*

17. Enter a name in the *System Name* field.
18. Press → to advance to the *Congratulations* screen.

    This screen offers two options: *Go to the Dealer Service Center* and *Run Installation Test*.

19. Make a selection:
    - **Go to the Dealer Service Center** to access Notifications, Equipment Settings, Information, Tests, Diagnostics, and Installation Report. After service is complete press Exit Dealer Service Center. The *Lennox® Smart Tech App* will disconnect from the *Lennox® E40 Smart Thermostat*.
    - **Run Installation Test** and press → to view an installation report.

NOTE: *If devices were added to the system, press* **Menu** > **Settings** *to view newly added device(s) beneath the Devices heading.*

See "E40 Setup Pending (For Homeowners to Complete)" on page 14.

E40 Setup Pending (For Homeowners to Complete)

Direct the homeowner to press the ellipsis icon on the Temperature Home screen to access set up and customization of the *E40 Smart Thermostat.*

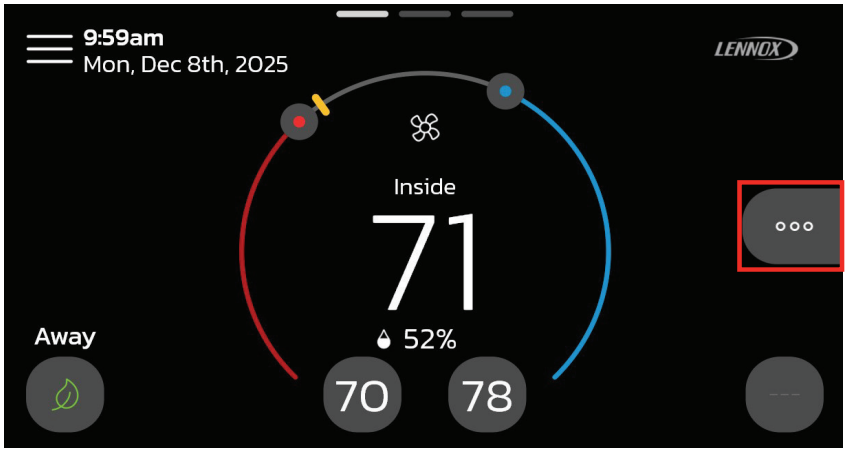


Figure 4. E40 Smart Thermostat - Temperature Home Screen

1. Press **E40 Setup Pending**.
2. Press **Yes** to continue with the thermostat customization.

   The *Welcome to your Lennox E40 Smart Thermostat* screen displays.
3. Press → to advance to the *Thermostat Language* screen.
4. Select the preferred language for the *E40 Smart Thermostat* and press → to advance to the *End-User License Agreement for Lennox* screen.
5. Review the End User License Agreement (EULA) and select **I Agree to the LENNOX EULA** and press →

   The *Lennox E40 User Account* screen displays.

Adding Thermostat to Account (For Homeowners to Complete)

This phase of the Setup Process walks the homeowner through the steps of adding their *Lennox® E40 Smart Thermostat* to their account. *If the homeowner does not have a user account, see "Selecting No" on page 15 for instructions on how to establish an account.*

Selecting Yes

The system asks if the *Lennox Home App* is installed on the homeowner's mobile device.

NOTE: *If the Lennox Home app is not installed on the mobile device, "Download Lennox® Smart Applications" on page 3.*

1. Press **Yes** and press → .

   The *Log In to the Lennox Home App* screen displays.
2. Press →.

   The *Lennox Home App Menu* screen displays.
3. Follow the on-screen instructions.
   - **a.** Tap **Menu** on the *Lennox Home App*.
   - **b.** Select **Add Thermostat** (or press the thermostat icon on the screen). The *Add Thermostat* screen displays.
4. Return to the *E40 Smart Thermostat* and press →.

   The thermostat generates a PIN number.
5. Enter the PIN number into the **PIN number** field in the *Lennox Home App* and press **Add**.
6. Enter the PIN number into the **PIN number** field in the *Lennox Home App* and press **Add**.

   The *Thermostat Added* dialog displays. This message confirms the thermostat successfully paired with the mobile device and has been added to the user account.
7. Press **OK.**

   The *Create Home or Select Existing Home* screen displays.

   See "Create Home or Select Existing Home (For Homeowners tocomplete)" on page 15.

Selecting No

1. Select **No** and press →.

   The *Download the Lennox Home App* screen displays.
2. Scan the QR code and download the *Lennox Home App*.
3. Return to the *Lennox® Smart Thermostat* and press →.

   The *Create your User Account* screen on the *Lennox Home App* screen displays.
4. Follow the directions on the screen:
   - » Open the *Lennox Home App*
   - » Tap on **Create New User Account**
   - » Begin the registration process
5. Press → on the thermostat screen until the system generates a PIN number.
6. Return to the *Add Smart Thermostat* screen in the *Lennox Home App*.
7. Press **+**.
8. Enter the temporary PIN from the thermostat in the **PIN Number** field.
9. Press **Add**.
   The *Thermostat Added* message displays.
10. Press **OK**.

    The *Create Home or Select Existing Home* screen displays.

Create Home or Select Existing Home (For Homeowners tocomplete)

1. Select **Create New Home** and press → to advance to the **Add Home** screen
2. Complete the following fields:
   - » Home Name
   - » Country/Region
   - » Address 1
   - » Address 2
   - » City
   - » State
   - » Zip/Postal Code
3. Press →.

   The app returns to the home screen.

Helping the Homeowner Connect Thermostat to Home Wi-Fi

Wi-Fi Considerations

- This thermostat cannot connect to a home wireless router that uses more than 32 characters in the wireless access point name (visible or hidden).
- This thermostat will support up to a 63 character Wi-Fi password. Passwords cannot contain blank spaces or % symbol.
- If the home Wi-Fi connection is unsecured, then Wi-Fi security **MUST** be enabled. Consult router documentation on how to enable Wi-Fi security
- This thermostat supports the following Wi-Fi security protocols: **WEP**, **WPA**, **WPA2** and **WPA3**.
- Never use a home guest account.
- Always use a secure connection physically located in the home where the thermostat is located.

Supported Wi-Fi Network Types

Supported wireless network types are listed as follows:

Table 4. Supported Wi-Fi Standards

Standard	Description
802.11b	Compatible.
802.11g	Compatible.
802.11n (Wi-Fi 4)	Compatible.
802.11ac (Wi-Fi 5)	Compatible. ***NOTE:*** *MIMO is not supported.*
802.11ax (Wi-Fi 6)	Not directly supported. Wi-Fi 6 routers are 100% backwards compatible with Wi-Fi 5 and older Wi-Fi devices. ***NOTE:*** *MIMO is not supported.*

Home Wi-Fi Access Point is Visible

1. From the thermostat's home screen, go to **Menu** > **Settings** > **Wi-Fi**.
2. Slide the option to the **ON** position to enable **Wi-Fi**.
3. Press on **Not Connected** to display a list of available access points.
4. Locate home network and select the **network name**.
5. Enter the home Wi-Fi network password and press **join** to continue. If successful the ***Thermostat Connective Status*** indicator as illustrated below will show check marks across all connections.

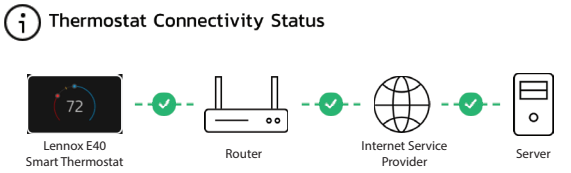


Figure 5. Thermostat Connectivity Status

NOTE: *Whether connecting to a visible or hidden network, if successful, a check mark will appear above both the router, and Internet icons. For information on connecting to hidden networks, please reference the E40 Homeowner Guide.*

Home Wi-Fi Access Point is Hidden

1. Slide the option to **ON** to enable Wi-Fi.
2. Wi-Fi network will show not connected. Press on "**not connected**".
3. Scroll down and select **other**.
4. The "**enter new network information**" screen will appear. Enter the name of the hidden network.

NOTE: *The thermostat can connect to a home wireless router that uses up to 32 characters in the access point name (visible or hidden). DO NOT connect to a guest access point.*

5. Select Security. Options are: none, WEP, WPA, WPA2 and WPA3. If your home Wi-Fi connection is unsecured, then Wi-Fi security must be enabled using WEP, WPA, WPA2 or WPA3 via the router before proceeding. Consult your router documentation on how to enable Wi-Fi security.
6. Once security type is selected, a password field will appear. Enter the password to connect to your home Wi-Fi network.

NOTE: *If you wish to see the characters you are typing, check show password. The thermostat will support up to a 63 character password. Passwords cannot contain blank spaces or % symbol.*

7. Press **join**.

Whether connecting to a visible or hidden network, if successful, a check mark will appear above both the router and Internet icons.

Wi-Fi Terminology

The following terminology is used in this troubleshooting section:

- Received Signal Strength Indication (RSSI). This indicates the signal strength of the Wi-Fi router being received by thermostat. So the higher the RSSI number (or less negative in some devices), the stronger the signal.
- Wireless networks supported by this thermostat are:

Table 5. Supported Wi-Fi Standards

Standard	Description
802.11b	Released in September 1999, it's most likely that the first home router was 802.11b, which operates in the 2.4GHz frequency and provides a data rate up to 11 Mbps.
802.11g	Approved in June 2003, 802.11g was the successor to 802.11b, able to achieve up to 54Mbps rates in the 2.4GHz band, matching 802.11a speed but within the lower frequency range.
802.11n (Wi-Fi 4)	Approved in October 2009 and allows for usage in two frequencies - 2.4GHz and 5GHz, with speeds up to 600Mbps.
802.11ac (Wi-Fi 5)	Current home wireless routers are likely 802.11ac-compliant, and operate in the 5 GHz frequency space with support speeds up to 866.7 Mbps ***NOTE:*** *MIMO is not supported.*

- Internet Protocol Address (IP address). This is an address assigned by your home router for each network device (e.g., computer, printer, thermostat).

Electromagnetic Interference Causing Poor Connectivity: Locate the thermostat and router away from other devices that could possibility interfere with wireless communications. Some examples of other devices that could interfere are:

- Microwave ovens
- Wireless cameras
- Portable phones and bases
- Baby monitors
- Wireless speakers
- Bluetooth devices
- Garage door openers
- Neighbor's wireless devices

To eliminate a possible source of interference, temporally disable any devices and see if Wi-Fi performance has improved.

Received Signal Strength Indication (RSSI)

The ideal signal strength range for the thermostat is -1 to -69 RSSI. The signal strength can be viewed from the thermostat interface.

1. Press **NETWORK SETTINGS**; this screen shows a graphical view of buttons representing OPEN and SECURE wireless networks, along with button for adding a network.
2. Select the access point that has already been established and connected.
3. When selecting the right arrow (>), a screen will appear which will display an option to forget the network. Additional information displayed on the screen is IP address, subnet mask, router IP, DNS, MAC Address, Speed, wireless type, BISSID and RSSI.

NOTE: *If the RSSI signal strength is anywhere between -1 to -69, then the signal strength is sufficient. If outside this range, then either relocate the router closer to the thermostat, add a repeater, or move the thermostat. Adjusting antenna on router or extender/repeater may resolve the issue.*

Dealer Service Center

This menu provides access for the installer or service technician to perform various functions such as advanced equipment configurations, notifications, tests, diagnostics, installation reports and general information about the system.

To access the service center screen, from the home screen, go to **Menu** > **Settings** > **Advanced Settings** > **View Support Service Control Center**.

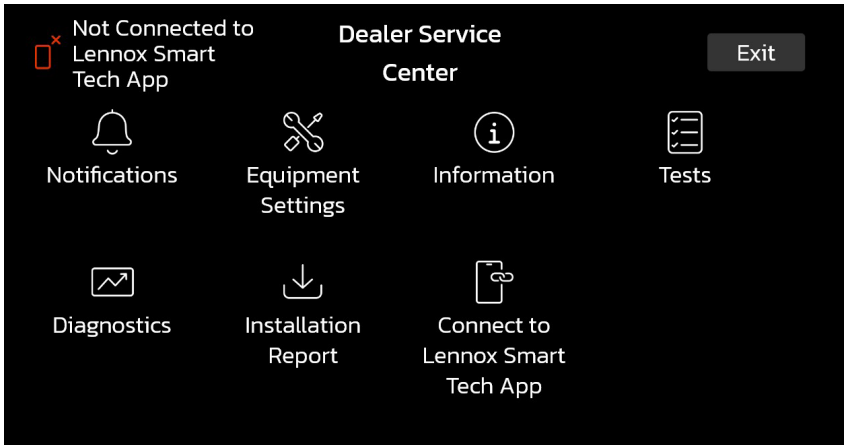


Figure 6. Service Center

Notifications

Any active alert conditions will be listed in this section. A list of previously cleared notifications is also available for viewing.

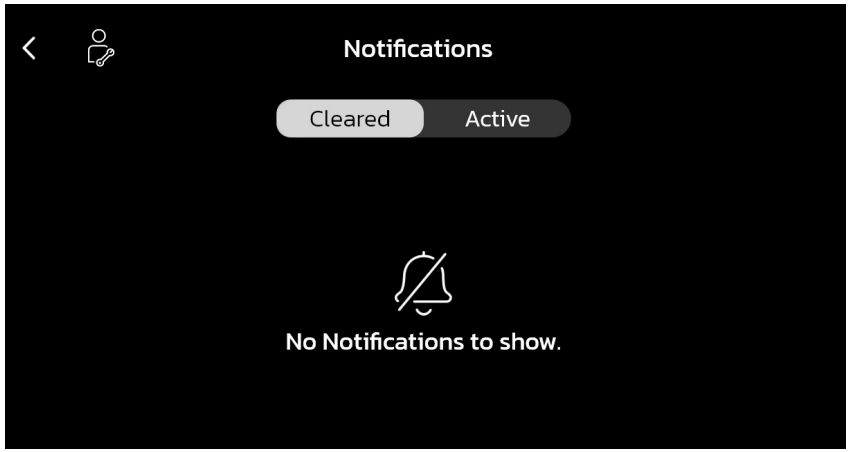


Figure 7. Equipment Settings

Equipment Settings

Selections listed in this section are dependent on system hardware configuration. Not all options listed in this section will be available.

NOTE: *When changing the default settings for any parameter, there is a possibility that it will affect the settings for another parameter. If this happens, a pop-up message will display listing the other affected parameters and their new automatically set values.*

The following is a complete list of all possible parameters listed under **System**. Parameters are dependent on the Lennox non-communicating equipment added.

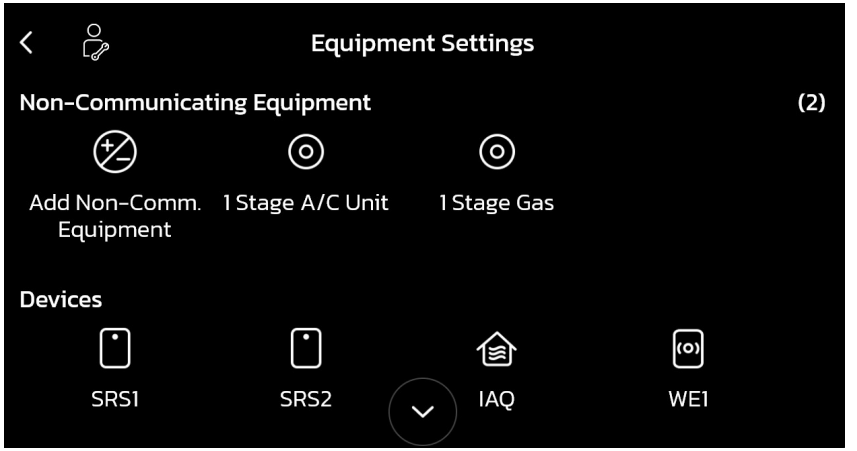


Figure 8. Equipment Settings

Thermostat

Table 6. Thermostat Parameters

Parameter *(In alphabetical order)*	**Description**
About	This screen provides the following information: • Language supported • Equipment type name • Control software revision • Control mode number • Control serial number • Control hardware revision • Protocol revision number • Device product level • 24VAC average power consumption • 24VAC peak power consumption • Compatible devices list • Application code memory size • Micro-controller part number • MAC Address
Thermostat Name	A unique name can be assigned to this component. Name can be up to 29 characters. Name can consist of letters, numbers, special characters and spaces. Default name is Thermostat.

Table 6. Thermostat Parameters

Parameter *(In alphabetical order)*	Description
Temp Reading Calibration	Range is -5.0 to 5.0°F (-2.78 to -2.78°C). Default is 0.0°F (-0.0°C). If it is determine that the actual temperature being detected at the thermostat is off based on independent readings using other ambient temperature reading devices, the display can be adjusted using this setting.
Auto Changeover - Temp Deadband	Prevents the heating and cooling from being set closer together than 3ºF (1.67°C) or 9ºF (5.0°C) (Dead- band). Range is 3 to 9°F (1.67 to 5.0°C). Default is 3°F (1.67°C). Adjustments are in increments of 1°F (0.56°C).
Max Heat Setpoint	The highest temperature setting that the heat set point can be set on the thermostat. Default is 90.0F (32.33°C). Range is 60.0 to 90.0°F (15.56 to 32.22°C). Adjustable in increments of 1°F (0.56°C).
Min Cool Setpoint	This setting will limit the lowest cooling temperature setting on the thermostat. Range is Range is 60.0 to 90.0°F (15.56 to 32.22°C). Default is 60°F (15.56°C). Adjustments are in increments of 1°F (0.56°C).
1st Stage Differential	First Stage Differential - Stage 1 differential is used in all thermostats. The default is 1.0°F but can be programmed between 0.5° and 3.0°F in 0.5°F increments.
2nd Stage Differential	Number of stages in thermostat is dependent on equipment that is installed. ***NOTE:*** *Lennox variable capacity systems will stage electric heat but not on differentials. It will use the thermostat PI logic to stage the electric heat. If the system has a variable capacity furnace, all stage differentials will be ignored.*

Table 6. Thermostat Parameters

Parameter *(In alphabetical order)*	Description
Smooth Setback Recovery (SSR)	When enabled, smooth set back begins recovery up to two hours before the programmed time so that the programmed temperature is reached at the corresponding programmed event time. Assume 12°F (6.72°C) per hour for first-stage gas/electric heating and 6°F (3.36°C) per hour for first-stage compressor based heating or cooling. With Smooth Set Back disabled, the system will start a recovery at the programmed time. Options are enabled or disabled. Default is enabled. The SSR set point calculation is as follows: **For New SSR CSP** $\text{Current SSR CSP} - \frac{\text{Current Program CSP} - \text{Target Program CSP}}{N}$ **For New SSR HSP** $\text{Current SSR HSP} - \frac{\text{Target Program HSP} - \text{Current Program HSP}}{N}$ **Where: CSP = Cool Set Point** **HSP = Heat Set Point** **N = number of 30 second intervals to the target program set point** **Note: N = 240 when target program set point is 2 hours away (maximum recovery time)** Rules for SSR: • SSR is enabled when both “Smooth Setback Recovery” is set to enabled (default) and the program schedule is turned on. • SSR does NOT turn off stage delay timers. • SSR will NOT change the dead band between heating and cooling modes. • SSR will not overshoot the target set point. • SSR will reset if the user updates the program schedule during the active SSR period
Stage Delay Timers	Enabled (default) setting: When enabled all stage delay timers (stages 2 through 6) are enabled and will serve to bring on additional stage(s) of cooling or heating on a timed basis (default 20 minutes) Disabled setting: All stages delay timers are disabled. Heat/cool stages are changed based on temperature ***NOTE:*** *The second-stage delay timer (when stage timers is Enabled) is used for both HEATING and COOLING. However, if the system has a variable capacity furnace, or variable outdoor unit, all stage delay timer will be ignored.*
Heat Cool Stages Locked In	Heat Cool (H/C) Stages Lock in default is disabled (heat/cool stages are turned off separately). If changed to Enabled, heat/cool stages are turned off together. *For non-variable capacity systems only. See “Table 7. Thermostat Parameters - Heat Cool Stages Locked In” on page 20 for graphics.*

Table 6. Thermostat Parameters

Parameter *(In alphabetical order)*	**Description**
Outdoor Sensor (optional)	Enable or disable
Temperature Control Mode	The Feels-Like feature factors in the outdoor temperature and indoor humidity for a more accurate control of the temperature in the home. Either an outdoor temperature sensor is used or Internet Weather is enabled for this feature to operate. Modifying this setting here will also change the feature status on the user settings screen. • **Normal** - This setting cools or heats the home to the desired temperature setting (Feels Like is OFF. • **Comfort** - This setting cools or heats the home to the desired temperature setting (Feels Like) is ON. When set to ON, other parameters are modified to optimal settings for this feature. Those setting changes will be listed on-screen when Comfort is enabled. Default is **Normal**.
IAQ Cleaning CFM	Adjustments are in increments of 10% The default setting is 100 CFM. The range is 100 - 5000 CFM.
Sensor Temperature Difference Limit	This setting determines the temperature differential limit between the smart room sensor and the E40 thermostat. Setting range is 2 to 15ºF, and can be incremented 1 degree at a time. Default is 12ºF. The system compares the smart room sensor and thermostat temperature difference which by default is 12ºF. If the temperature difference between the smart room and thermostat temperatures is greater than or less than 12ºF differential then the system determines there is a potential issue with smart room sensor temperature. The system will then raise a notification to the homeowner under the specific smart room sensor with the issue. The system will only use the thermostat temperature reading and ignore the smart room sensor reading until the issue is resolved. The notification displayed to the homeowner is “Device is not participating as temperature readings are abnormally high/low”.
O/B Terminal	Options O (Cooling) and B (Heating)
Humidity Reading Calibration	If it is determine that the actual humidity percentage being detected at the thermostat is off based on independent readings using other humidity reading devices, the display can be adjusted using this setting. Range is -10.0 to 10.0%. Default is 0.0%.
Screen Locked	Options are unlocked, partially locked and locked. Default is unlocked.
Display Outdoor Weather	Options are on and off. Default is off.
Outdoor Temperature Source	Options are off, Internet (AccuWeather®) or sensor. Default is Internet (AccuWeather®).
Display Indoor Humidity	Options are on and off. Default is off.

Table 6. Thermostat Parameters

Parameter *(In alphabetical order)*	**Description**
External Air Response Logic	Enabled by default. Monitors the thermostat during demand to offset temperature drop caused by internal heat rise from the thermostat itself. Also monitors airflow around the thermostat during demand for more accurate temperature measurement and operation.
Screen Saver	Options are Off, Power Save, and Dim. Default is off.
Wide Setpoint	Options are ON and OFF. Default is OFF. This allows a wider low and high temperature. Normal range is 60 to 90°F (15.6 to 32.2°C) . When this parameter is set to ON, the range is 40 to 100°F (4.4 to 37.8°C). This feature can also be set through the user interface setting screen. From the home screen go to menu > settings > heat & cool (or it may be just heat or cool) > wider set-point range.

Table 7. Thermostat Parameters - Heat Cool Stages Locked In

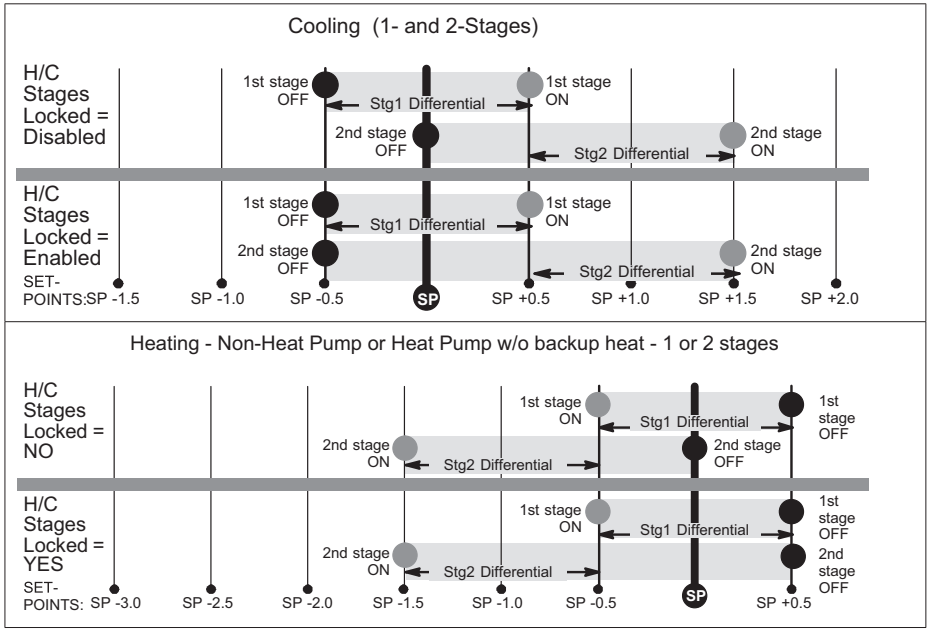
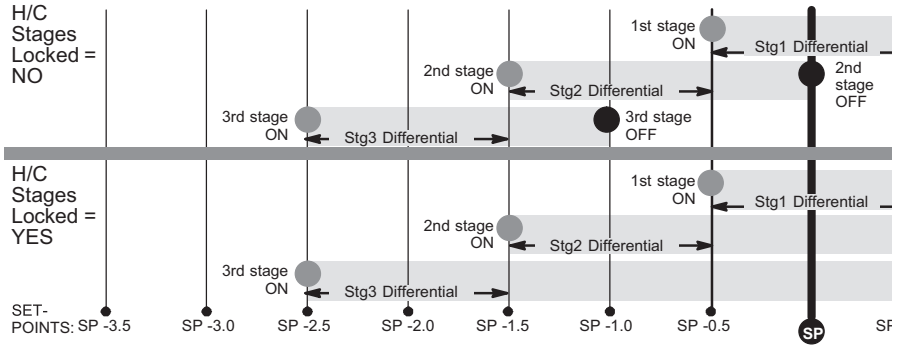
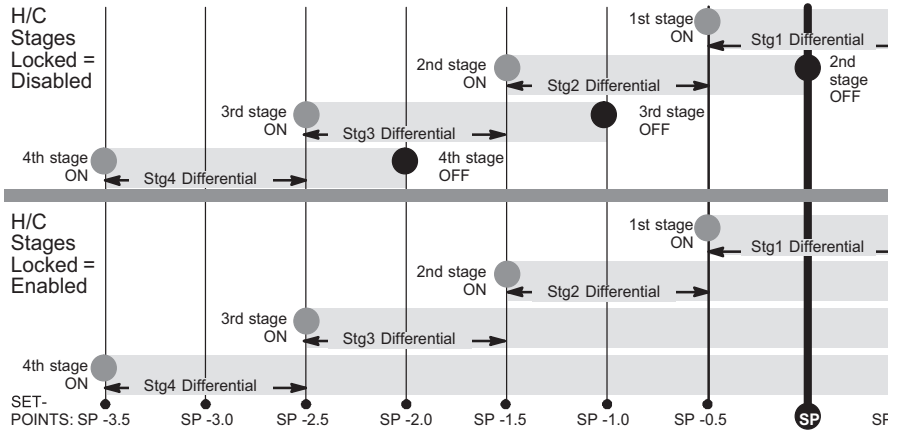


Table 7. Thermostat Parameters - Heat Cool Stages Locked In

Heating - Heat Pump with Electric - 3 Stage
(2 compressor / 1 backup OR 1 compressor / 2 backup)



Heating - Heat Pump with Electric - 4 Stage (2 compressor / 2 backup)



Heating - Dual Fuel - 2 Stage (1 compressor / 1 backup)

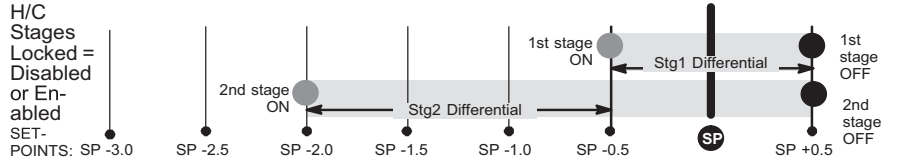
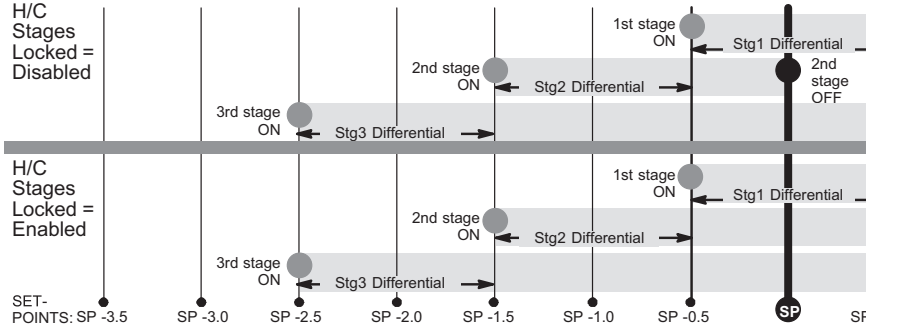
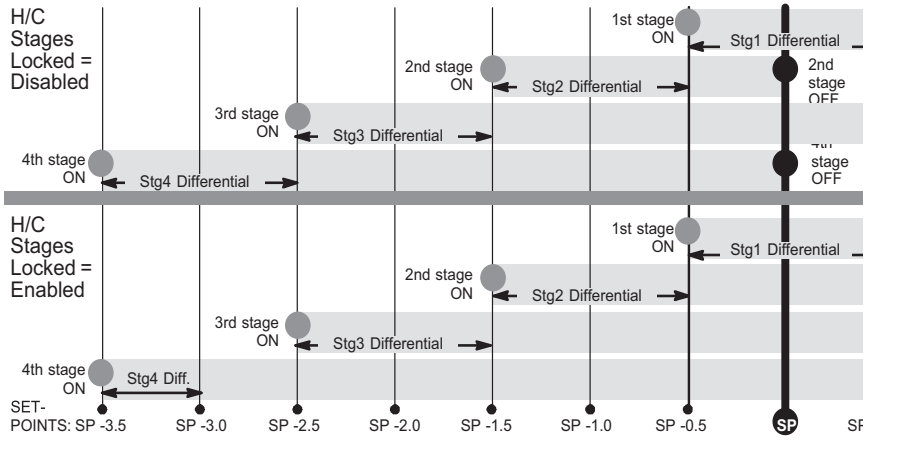


Table 7. Thermostat Parameters - Heat Cool Stages Locked In

Heating - Dual Fuel - 3 Stages (2 compressor / 1 backup)



Heating - Dual Fuel - 4 Stage (2 compressor / 2 backup)



Heat Pump

Table 8. Heat Pump Parameters

Parameter	Description
About	This screen provides the following information: • Model Number • Serial Number

Table 8. Heat Pump Parameters

Parameter	Description
Balance Point Control	If system is set up as dual fuel or heat pump with electric heat and a outdoor temperature sensor connected to thermostat, the low and high balance point settings will appear. The balance points feature requires that a sensed outdoor temperature is provided to the thermostat. The outdoor ambient temperature can be read from the field-installed outdoor temperature sensor (X2658). Options are enabled or disabled. Default is disabled. When enabled, both low and high balance points can be set.
High Balance Point	This setting is used to prevent the furnace or electric heat from heating the structure. (Alert 19 - Minor - Notification only - The outdoor temperature is higher than the level where the furnace or electric heat is programmed to heat the home.) Range is -17 to 75°F (-27.22 to 23.89°C). Default is 50°F (10.0°C). Adjustments are in increments of 1°F (0.56°C).
Low Balance Point	Setting used to prevent the heat pump from heating the structure. (Alert 18 - Minor - Notification only - The outdoor temperature is below the level where the heat pump is programmed to heat the home). Range is -20 to 72°F (-28.89 to 22.22°C). Default is 25°F (-3.89°C). Adjustments are in increments of 1°F (0.56°C). ***NOTE:*** *Dual-Fuel Applications (Communicating Systems Only) - Dual fuel applications, which include both a Heat Pump and a gas furnace, will provide multiple stages of heating. For example, a two−stage heat pump would deliver two stages of heat. The gas furnace can add two to four more* stages of heat.
O/B Terminal	Options O (Cooling) and B (Heating)

Air Conditioner

Table 9. Air Conditioner Parameters

Parameter	Description
About	This screen provides the following information: • Model Number • Serial Number
O/B Terminal	Options O (Cooling) and B (Heating)

Electric

Table 10. ElectricParameters

Parameter	Description
About	This screen provides the following information: • Model Number • Serial Number

Devices

Smart Devices Network

The Lennox Smart Devices Network can only be created by using the ***Lennox® Smart Tech App*** or ***Lennox Home App***.

Managing Smart Devices

Smart devices can be added, replace and removed. Please refer to the Installation and Setup Guide for each product for procedures on how to add, replace or remove these smart devices.

Lennox Smart Room Sensor

Table 11. Lennox Smart Room Sensor (SRS)

Parameter	Description
Device Name	This could be the default sensor name given when the sensor was added. This field also allows the sensor to be renamed.
Device Type	Smart Room Sensor
Device Status:	
Battery	This is the battery available power percentage.
RSSI Signal Strength	This indicates the Bluetooth signal strength between the sensor and the E40 thermostat or wireless extender if used.
Device Information:	
Model Number	Model number of device.
Serial Number	Serial number.
Firmware Version	Current firmware version of the sensor.

Lennox Smart Air Quality Monitor (IAQ)

Table 12. Lennox Smart Air Quality Monitor (IAQ)

Parameter	Description
Smart Air Quality Monitor Name	This could be the default Lennox Smart Air Quality Monitor name given when the monitor was added.
Device Type	Smart Air Quality Monitor
Level of Indoor Air Cleanliness	Status types are • High • Medium • Basic (Most Economical)
Smart Air Quality Monitor Status	
RSSI Signal Strength	This indicates the Bluetooth signal strength between the monitor and the E40 thermostat or wireless extender if used.
Smart Air Quality Monitor Information	
Model Number	Model number of device.
Serial Number	Serial number.
Firmware Version	Current firmware version of the sensor.

Lennox Wireless Extender

Table 13. Lennox Wireless Extender

Parameter	Description
Wireless Extender Name	This could be the default extender name given when the device was added. This field also allows the extender to be renamed.
Device Type	Wireless Extender
Wireless Extender Status	
RSSI Signal Strength	This indicates the Bluetooth signal strength between the monitor and the E40 thermostat or wireless extender if used.
Extender Information	
Model Number	Model number of device.
Serial Number	Serial number.
Firmware Version	Current firmware version of the sensor.

Add/Remove Equipment

Here additional non-communicating equipment can be added. Type of equipment that are supported are fresh air damper, 1 speed HRV/ERV, By-pass (24VAC Humidifier, and auxiliary dehumidifier.

Reset

Table 14. Reset

Parameter	Description
Restart thermostat	Restarts the thermostat.
Re-configure System	Re-configure HVAC system.
Reset Thermostat	Resets thermostat to factory default settings.

Information

The General and Dealer tabs display. The General tab allows the user to set or change thermostat information such as: Language, Country/Region, Time and Date, Time Zone Daylight Savings, and whether the temperature unit should display in farenheit or celcius. The Dealer tab screen allows for changes or updates to the dealer ID or phone number, along with the dealer's business name, address, website and physical address. Once the system is connected to the Internet, the remaining information is automatically populated. Not all information for this screen will be viewable.

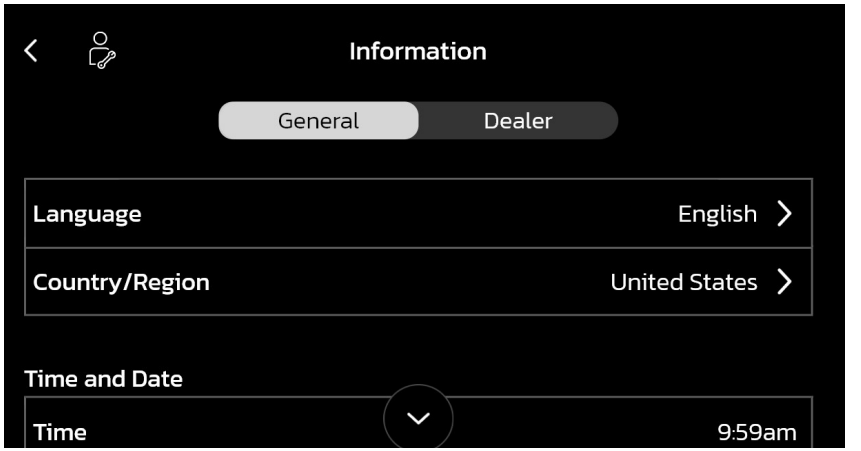


Figure 9. Equipment Settings

After completed, touch the left arrow at the top left side of screen to return to the Dealer Service Center.

⚠ IMPORTANT

Adding dealer information will ensure the thermostat is associated with your LennoxPros account when connecting to the Lennox server.

Information Pop-Up Screen: If the dealer ID or phone number is not provided, a warning screen will appear. The warning screen will provided information on the limitation imposed on the system if this information is missing. Touch no to return to the above screen to complete the information requested or press yes to continue.

Tests

- **Manual Test**: Depending on hardware present, various tests are available. By default all items to be tested are enabled. Selecting a specific test will deselect the item. When a specific set of tests are completed the results will display on the screen next to the tested item. Touch continue to proceed to the next set of test items. Once all tests are complete, press done. Touch the left arrow at the top left side of screen to return to the Dealer Service Center

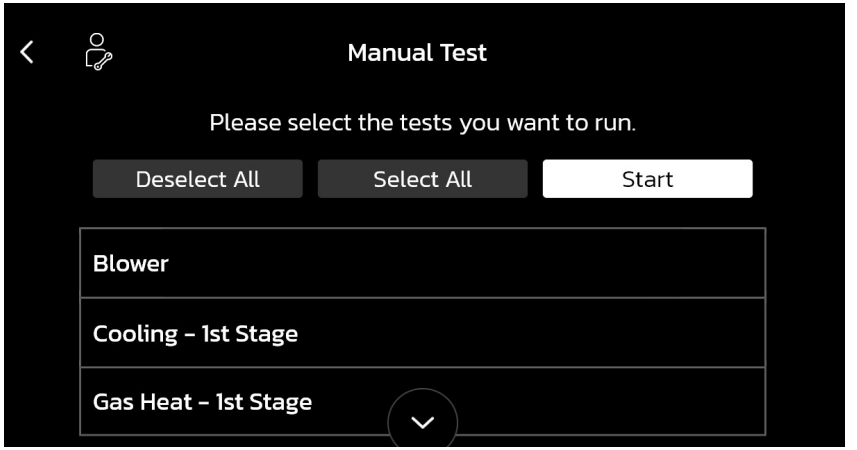


Figure 10. Manual Test

Diagnostics

This screen allows the installer to test all major communicating components of the system indoor unit (air handler or furnace), and outdoor unit (air conditioner or heat pump). Pressing the stop diagnostics button will pause the diagnostic function.

Touch the left arrow at the top left side of screen to return to the Dealer Service Center.

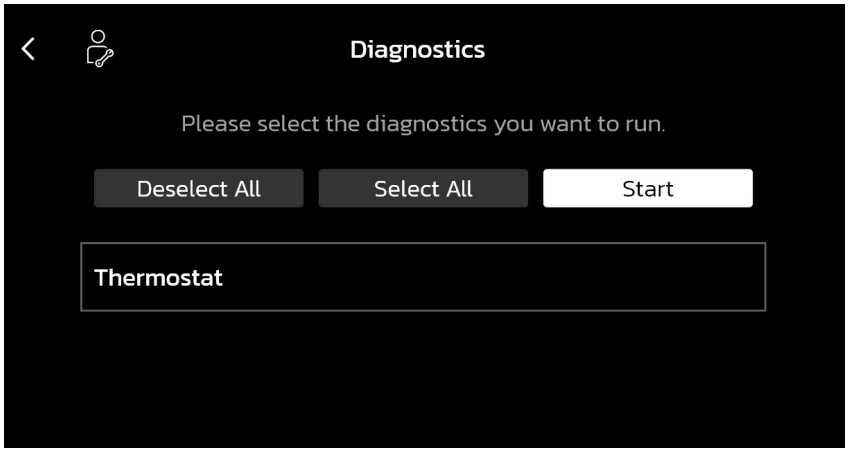


Figure 11. Diagnostics

Installation Report

This section lists information on Installer and customer information. In addition, installation date which included current date, time, outdoor and indoor temperatures and indoor humidity. The communicating equipment automatically found will also be listed in this section. Information listed for equipment is equipment name, model number, serial number and firmware version.

Connect to Lennox® Smart Tech App

This will allow the service technician to connect the **Lennox® Smart Tech App** for servicing purposes. Follow the on-screen instructions to pair the service app to the thermostat. The provided Quick Start Guide has a QR code that can be scanned to download the ***Lennox® Smart Tech App*** to your mobile device.

Figure 12. Connect to Lennox® Smart Tech App

Displaying Outdoor Temperature (Sensor) and Indoor Humidity on the Thermostat Home Screen

Displaying the Outdoor Temperature on the Home Screen

To display the outdoor temperature on the home screen of the Thermostat, you can enable this feature under the Dealer Service Center. Use the following procedure to enable the outdoor temperature sensor display.

1. Select **Menu** and then select **Settings**.
2. Select **Advanced Settings** and then select **View Support Service Control Center**.
3. Select **Equipment Settings** and then select **Thermostat**.
4. Scroll down the list and select **Outdoor Temperature Source** and select **Internet**.
5. Select **< Back, < Back, Exit**.
6. Select **Menu** > **Display Settings**.
7. Select **Homescreen** and set **Outdoor Weather** to **On**.
8. Select **Home icon** to return to the home screen.

Displaying the Indoor Humidity on the Home Screen

To enable the Indoor Humidity Display on the Home screen use the following procedure:

1. Select **Menu** and then select **Display Settings**.
2. Select **Homescreen** and set **Indoor Humidity** to **On**.
3. Select **Back** and then select **Home** to return to the home screen.

NOTE: *By default the Humidity Display is set to ON.*

Specific Configurations

Dehumidification Settings

All controls for dehumidification are listed at **Menu** > **Settings** > **Humidity**. Under **Humidity,** select **dehumidify** to enable dehumidification. By default it is **disabled**.

When dehumidify is enabled, the options are as follows and are dependent on equipment type and accessory installed.

Dehumidification Setting Options

- **Normal** — Recommend when the air outside is not too humid.
- **Max** —
  - » Single and Two-Stage Outdoor Units or Variable Capacity outdoor units without a Discharge Air Temperature Sensor (DATS) Installed. Recommend when outdoor air is excessively humid. May cool your home below the set temperature.

Dehumidification Set Point

Slide bar adjust with a range of 40% to 60%.

Advanced Dehumidification Descriptions

See table 1 for detail information concerning system operations when using Normal, Max or Climate IQ settings.

Table 15. Dehumidification Control Modes of Operations

Mode of Operation	Option	Description
Dehumidification Only	Normal	Staged Outdoor Units: Dehumidifies while servicing a cooling demand and will not over cool. The overcooling slider is hidden from the user. Variable capacity units use the “comfort” table to run the system, regardless of the presence of a discharge air temperature sensor (DATS).
	Max	**Staged Outdoor Unit:** If at the start or during a cooling call, the humidity is above the relative humidity set point then the unit dehumidifies during the cooling demand. If at the time the cooling call terminates, the humidity demand is not satisfied, overcooling will occur up to the overcooling slider setting in an attempt to satisfy the dehumidification demand. Once the room temperature reaches the over cooling set point. If the system still has a dehumidification demand, the system keeps using the over cooling set point as its operating cooling set point (will not wait for the temperature to rise to the normal cooling set point to run again) until the dehumidification demand is satisfied.

1 All Lennox variable capacity outdoor units.

NOTE - The above information is applicable only for non-zoning systems. There is no dehumidification capability in zoning systems.

Ventilation (ERV, HRV and Fresh Air Damper)

This optional equipment is designed to provide fresh air while exhausting an equal amount of stale air.

NOTE: *When using a fresh air damper, a field-provided 24VAC transformer (Lennox Catalog Number 10P17) is required.*

Ventilation Rates

The E40 ventilation function is only a turn on - turn off feature. All CFMs must be adjusted from the HRV/ERV unit. The ventilation function can be controlled by outdoor temperatures and by timers in the thermostat. The ventilation feature can also control 1 stage of ventilation operation.

Energy Recovery Ventilator (ERV)

The ERV unit is equipped with an enthalpic core. This device is designed for use in warm, humid climates with heavy air conditioning loads. The ERV unit transfers both sensible (temperature) and latent (moisture) heat from incoming fresh air to the stale air as it is being exhausted; thus, reducing the air conditioning load.

Heat Recovery Ventilator (HRV)

The HRV unit is equipped with an aluminum core. The device uses the stale air that is being exhausted to condition the fresh air as it is being brought in.

Lennox models are all non-communicating equipment and can be added during the commissioning procedure (see “Alert Codes” on page 29).

Parameter settings and descriptions are listed in “Table 6. Thermostat Parameters” on page 18. The table below list which parameters are available for the Fresh Air Damper, ERV and HRV equipment.

Fresh Air Damper

This option is used to control a damper connecting outside air to the return plenum of the system. When a fresh air damper style of ventilation is added to the system, and ventilation is required, the ventilation demand is serviced by energizing one relay to close or open the relay contacts connected to the fresh air damper and commanding the blower to run at a rate of at least the continuous fan speed.

The parameter Fresh Air Damper Ventilation CFM represents the CFM of the air drawn through the fresh air damper while the system runs the indoor blower at the continuous fan speed for non-zoned systems, and the lowest zone CFM (continuous fan, heating, or cooling) for zoned applications. All calculations used to determine the ventilation volume requirement and the amount of ventilation air delivered use this number regardless of the actual fan speed.

Operation of Fresh Air Dampers with Environmental Overrides

- When the Non-ASHRAE Compliant mode is selected (Timed), the system first checks for the outdoor temperature and dew point to be within the set parameter range before allowing ventilation to occur.
- When the ventilation changes states (on/off) due to an environmental override, it will remain in that state for a minimum of 10 minutes before again changing states due to an environmental override.
- Operation is otherwise the same as the ASHRAE compliant method.

Ventilation Control Modes

Thermostat ventilation CFM parameters are to be adjusted only after the HRV/ERV set up is completed and the CFMs are known. Once the thermostat’s CFMs are adjusted they are used with the thermostat’s timer algorithm to determine how long to run the HRV/ERV and to change from low to high speed if a 2-stage HRV/ERVs.

Table 16. Ventilation Control Modes

Ventilation Control Mode	Fresh Air Damper	1 Speed HRV	1 Speed ERV
Timed			
Ventilation Minutes Per Hour (0 to 60 min., default is 20 min.)	X	X	X
Ventilation Rate (20 to 500 cfm, default is 130 cfm) (Shown only for single speed ERV or HRV)	X	X	X
Ventilation Rate for Low Speed (10 to 200 cfm, default is 50 cfm) (Shown only for two speed ERV or HRV)			
Ventilation Rate for High Speed (20 to 500 cfm, default is 130 cfm) (Shown only for two speed ERV or HRV)			
Ventilation High Outdoor Temperature Limit (60 to 115°F, default is 100°F)	X	X	X
Ventilation Low Outdoor Temperature Limit (–20 to 55°F, default is 0°F)	X	X	X
Ventilation High Outdoor Dew Point Limit (45 to 80°F, default is 55°F)	X	X	X

Notifications (Service and Alert Codes)

These screens provide information on active notifications and previously cleared notifications. When selecting either a cleared or active notification a brief description and alert code will be displayed. Notifications are categorized by system, indoor unit (air handler or furnace), outdoor unit (air conditioner or heat pump), and thermostat.

Alert Code Priority Types and Notification Options

To expand a specification notification to access a more detail description of the alert code, press the down arrow to expand the description.

Table 17. Alert Code Priority Condition Visibility

Alert Priority	Alert Priority Description n	Notifications Displayed or Email Notifications Sent						
		Displayed for Homeowner on Thermostat	Displayed for Dealer on Thermostat	Lennox Home Application	Lennox® Smart Tech App**	LennoxPros Service Dashboard**	Homeowner Emailed*	Dealer Emailed
Service Urgent	Your system is in a No Heat/ No Cool or not operating. Dealer service call is needed to get the system running.	√	√	√	√	√	√	√
Service Soon / Service Urgent	This alert priority indicates that the system will likely recover on its own and no interaction is necessary. Typically, either after a specific timer period or a specific number of instances, some **Service Soon** alerts will escalate to **Service Urgent**.	X	√	X	√	√	X	X
Service Soon	System is not reaching set point or is partially operating. A Dealer will need to service it with 24-48 hours.	X	√	X	√	√	X	X
Maintenance	**Maintenance** alerts are those intervals you put in the thermostat as reminders to change filters, replace UV lamps, tune up systems.	√	X	√	X	√	X	X
Information Only-Dealer	This alert priority is for information and is directed to the dealer.	X	√	X	√	X	X	X

* For homeowner to receive email notifications, email updates has to be enabled. From the home screen, go to **menu** > **user account** > **Email updates** and set to **ON**.

** For dealers to receive service alerts and service alert emails the feature needs to be enabled by the homeowner. From the home screen, go to **menu** > **user account** > **Dealer Email updates** and set to **ON**.

Service Notification Alert Codes

The following are service notification alert codes.

Table 18. Service Alert Notification Codes

Service Alert Code	Function
3000	Filter 1
3001	Filter 2
3004	Maintenance

Table 19. Lennox® E40 Smart Thermostat Alert Codes and Troubleshooting

E2A=Errors to Action, GF= Gas Furnace, AH=Air Handler, IU=Indoor unit (GF or AH), HP=Heat Pump, AC=Air Conditioner, OU=Outdoor Unit (AC or HP), PA=Pure Air S, ZA=Zone system, SRS=Smart Room Sensor, TS=Thermostat , IAQ- IAQ Monitor and WE=Wi-Fi Extender

Alert Code	Inverter Flash Code	Priority Condition	Actual Displayed Alert Text Under Dealer Service Center > Notifications	Component or System Operational State and Troubleshooting Tip	How to clear alert code
29		Service Urgent	Over Temperature Protection	The thermostat is reading an indoor temperature that is higher than 90ºF (factory default). The thermostat will not allow any heating operation to begin until it senses an indoor temperature lower than 90ºF. Indoor temperature rose above 90ºF during a heating or cooling demand. • Heating operation is not allowed. • Check to ensure that heating equipment is not stuck ON (reversing valve, etc.) • Check the accuracy of the thermostat temperature sensor. • Select cooling system mode to cool the indoor space below 90ºF.	Automatically clears when the system detects that the issue no longer exists.
30		Service Soon / Service Urgent	Low Temperature Protection	The thermostat will not allow any cooling operation to begin until it senses a temperature higher than 40ºF. • Cooling operation is not allowed. • Check to ensure that cooling equipment is not stuck ON. • Check accuracy of the thermostat temperature sensor. • Select heating system mode to heat the indoor space to above 40ºF.	Automatically clears when the system detects that the issue no longer exists.
320		Service Urgent	Relay Control Problem	The control is sensing 24vac without a demand. • Verify there are no shorts in the control wiring • Verify proper component operation (i.e., contactor, gas valve) • If problem occurs during heat pump defrost, an isolation relay needs to be installed between W outdoor and indoor • If problems remains, replace control	Automatically clears when the problem is resolved.
610		Service Urgent	Low Room Temperature Detected	This alert will automatically notified the user that a low room temperature condition exist. A notification is displayed on the Thermostat and email notification sent to homeowner and dealer. The freeze alert protection parameter range is 30°F to 50°F (-1.11 to 10.0°C). Default is 40°F (4.44°C). ***NOTE:*** *Notification is dependent on the thermostat having a active Wi-Fi connection and the user account has been setup and includes a valid email address.*	Automatically clears when condition is resolved.
611		Service Urgent	High Room Temperature Detected	This alert will automatically notified the user that a high room temperature condition exist. A notification is displayed on the Thermostat and email notification sent to homeowner and dealer. The heat alert protection parameter range is 80°F to 100°F (26.67 to 37.78°C). Default is 90°F (32.22°C). ***NOTE:*** *Notification is dependent on the thermostat having a active Wi-Fi connection and the user account has been setup and includes a valid email address.*	Automatically clears when condition is resolved.

Table 19. Lennox® E40 Smart Thermostat Alert Codes and Troubleshooting

E2A=Errors to Action, GF= Gas Furnace, AH=Air Handler, IU=Indoor unit (GF or AH), HP=Heat Pump, AC=Air Conditioner, OU=Outdoor Unit (AC or HP), PA=Pure Air S, ZA=Zone system, SRS=Smart Room Sensor, TS=Thermostat , IAQ- IAQ Monitor and WE=Wi-Fi Extender

Alert Code	Inverter Flash Code	Priority Condition	Actual Displayed Alert Text Under Dealer Service Center > Notifications	Component or System Operational State and Troubleshooting Tip	How to clear alert code
700		Service Urgent	Thermostat Temp Sensor Problem	The Thermostat's internal temperature sensor is not operating correctly. To resolve this issue, try the following: • Remove Thermostat from mag-mount and reattaching. • Seal hole in wall behind mag-mount to minimize exposure to unconditioned air from inside the wall. • Run "**reset all**" under Dealer Service Center. • If issue persist, then replace the Thermostat.	Automatically clears when the system detects that the issue no longer exists.
701		Service Urgent	Thermostat Temp Above Limit	The thermostat is reading indoor temperatures above the pre-programmed limit. The thermostat has a built-in non-adjustable high limit of 99°F. • Cool thermostat. • Adjust set point. • Run **reset all** under Dealer Service Center. • Replace Thermostat or mag-mount, if needed.	Automatically clears when the system detects that the issue no longer exists.
703		Service Soon	Thermostat Humid Sensor Problem	Thermostat Humid Sensor Problem. Sensor is damaged or data is corrupted possibly.	First try a system reset, then if persists the thermostat would need replacement.
3000		Maintenance	Replace Filter 1	Replace filter.	Reset filter reminder for both
3001		Maintenance	Replace Filter 2	Replace filter.	
3004		Maintenance	Maintenance Reminder	Not Applicable	Make service appointment with dealer and reset reminder
65541		Information Only-Dealer	Download Failed	Download for firmware failed.	Not applicable.
65542		Information Only-Dealer	Update Failed	Has verification failed. Update failed.	Not applicable. Automatically clears once is detected for two seconds.
65543		Information Only-Dealer	Firmware Updated	When new firmware has been successfully updated to the thermostat.	Clears automatically after successfully update.
70501		Service Soon	Custom Sensor Name: Internal Data Fault	Not able to collect samples communication fault) or measured value is out of range from any of the sensor (TRH Sensor or Thermistor) or occupancy sensor voltage < 0.2V or > 2.5V, then condition is triggered. • Power cycle Smart Room Sensor • Wait for 10 minutes for self-clearing to take place, if condition is resolve for temperature and relative humidity.	For occupancy sensor self-clearing will take 45 minutes (3 x 15 minute internals)

Table 19. Lennox® E40 Smart Thermostat Alert Codes and Troubleshooting

E2A=Errors to Action, GF= Gas Furnace, AH=Air Handler, IU=Indoor unit (GF or AH), HP=Heat Pump, AC=Air Conditioner, OU=Outdoor Unit (AC or HP), PA=Pure Air S, ZA=Zone system, SRS=Smart Room Sensor, TS=Thermostat , IAQ- IAQ Monitor and WE=Wi-Fi Extender

Alert Code	Inverter Flash Code	Priority Condition	Actual Displayed Alert Text Under Dealer Service Center > Notifications	Component or System Operational State and Troubleshooting Tip	How to clear alert code
70502		Service Soon	Sensor: {Custom Sensor Name}: Internal Fault	Unable to access internal data. Cycle power. If cycling power does not resolve issue, replace Smart Room Sensor.	Automatically clears when the system detects that the issue no longer exists.
70503		Maintenance	Sensor: {Custom Sensor Name}: Low Battery - Change Batteries Soon	Battery life is less than 3%. Replace with two Lithium Ion AA batteries to resolve issue.	Automatically clears when the system detects that the issue no longer exists.
80002		Information only Lennox	XX: Unresponsive Wireless Device Fault	Wireless BLE device is connected to the network but has failed to respond to commands. Try cycling power to device. If cycling power does not resolve issue then: • Remove device from the BLE network. • Perform a factory reset of the device. • Attempt to add device back to BLE network.	• If recycling power or factory reset does not resolve issue then replace device. • Automatically clears when the system detects that the issue no longer exists.
80003		Service Soon	Lost communication with wireless Device	Try cycling power to the device. If cycling power does not resolve issue then: • Remove device from the BLE network. • Perform a factory reset of the device. • Attempt to add device back to BLE network.	• If recycling power or factory reset does not resolve issue then replace device. • Automatically clears when the system detects that the issue no longer exists.
80005		Service Soon	XX: Unknown Wireless Device Found.	• Upon power cycle condition may clear itself. • Move the wireless BLE device closer to the thermostat or add a Lennox Wireless Extender to increase the wireless coverage area.	Automatically clears when the system detects that the issue no longer exists.
--		Service Soon	--	Possible loose or mis-wired connections or two zone sensors are assigned the same zone number. Two dashes will be displayed on the E40 thermostat for indoor temperature and/ or zone sensor. The system will go into central mode. Individual zone functions is disabled. Anytime the zone sensor loses communication with the damper control module, the entire system will go into central mode. If two sensors are assigned the same zone number, this could result in the double dashes to appear as well.	• If two zone sensors are assigned the same zone number, this could cause the double dashes to appear. • If loose or mis-wired connection was confirmed, correct the issue and run the re-configuration procedure.

Installation Checklist

Thermostat Checks:		YES	NO
1	Is the thermostat properly mounted to either a wall stud or wall? (Do not mount on equipment or ductwork)		
2	Are all terminal wiring properly connected and tight?		
Wall Plate Checks:			
1	Is the Thermostat properly placed and connected to wall plate?		
2	Are all terminal wiring properly connected and tight on wall plate?		
3	Is the screen blank after initial power-up? The Thermostat may take up to three minutes before anything appears on the screen due to a Thermostat low battery condition. Thermostat battery charging only occurs when connected to the back plate. If the system includes a refrigerant detection system, the thermostat will not be powered during the initialization period (purge).		
System Checks:		**YES**	**NO**
1	Is the Wi-Fi connected?		
2	Has the homeowner downloaded the Lennox Home application from either Google Play or iOS App Store to their mobile devices?		
3	Is the Lennox Dealer account number or your main shop phone number been added to the dealer information screen?		
4	Has a complete system test been run? If not, from the Thermostat home screen go to **Settings** > **Advance Settings** > **View Support Service Control Center > and select Tests.**		

Technical Support and Mobile App for Installers/ Technicians Only

Technical Support for Installers/Technicians Only

Lennox Residential technical support can be reached at 1-800-453-6669. Hours for support are Monday through Friday 8am - 8pm EST.

Tell us the issue so we can connect you to the right rep, offer relevant tips, reminders, and follow-up! Get targeted help with:

- Complaints
- Technical support
- Repairs
- Returns

Lennox® Smart Tech App for Installers/Technicians Only

The *Lennox® Smart Tech App* enables HVAC technicians to set up, configure, and test a Lennox E40 system directly on their mobile device.

Once installed, technicians can pair their mobile device to the Lennox Smart Thermostat and make adjustments from anywhere inside the home. Technicians are able to configure and/or run diagnostics from their smart device instead of being tethered to the thermostat.

With just a touch, technicians can:

- Setup and configure the system
- Adjust parameters
- Run system tests

This app is designed for Lennox HVAC technicians servicing Lennox® E40 Smart Thermostat systems.

LennoxPros Mobile Application for Installers/Technicians Only

LennoxPROs.com and the LennoxPROs mobile application have all the information HVAC Professionals and businesses need in one place. From shopping for parts and supplies to using our FREE e-tools, we have you covered.

LennoxPros Service Dashboard

The Service Dashboard displays Lennox® thermostat installations in one convenient location. The Service Dashboard is accessible via www.LennoxPros.com.

The thermostat is accessible via the Service Dashboard only if the dealership's main phone number or company name is added during thermostat commissioning and the homeowner has granted Monitoring access.

Service Dashboard Search Screen

- Customers can be located using the following criteria: homeowner name, email, address, or serial number.
- Search results can be filtered by: thermostat type, alert type, access level or maintenance reminders.

Customer Search Results

Displays a list of customers with installed Lennox® thermostats and their locations:

- Name
- Address
- Phone
- Email
- Thermostat Type and Monitor Status

Map displays the following:

- Shows all customer's locations and any current alerts
- Color-coded pins on the map denote the following:
  - » Red - Service Urgent
  - » Yellow - Service Soon
  - » Green - No Alerts, normal operation
  - » Black - Not sharing system information

NOTE: *Click on a customer's pin to view information about their system.*

NOTE: *Selecting a customer from the list or map pin will display the following:*

- » Home System(s)
- » Owner Information
- » Remote In
- » Alerts & Reminders
- » Equipment & Reports

Home Systems

- Shows thermostat connection status
- Multiple home systems are displayed for each customer if there are more than one system

System History

This section provides a list of alerts over the past 12 months

Temporary Advanced Diagnostics Access (Remote In Button)

- Allows the dealer remote access to the customer's thermostat (if enabled)
- Remote In Thermostat Controls share the same appearance and function as the thermostat's touchscreen display. This feature allows dealers to adjust the customer's thermostat settings remotely.
- **Remote In** button is red if temporary remote access is granted by homeowner. The **Remote In** button is gray if the homeowner has not granted temporary remote access. If the homeowner has not granted, the **Send Request** button is available to the technician.
- **Send Request** button allows the technician to request remote access to the customer's thermostat. The availability of this button indicates the homeowner prefers to grant access to their thermostat on a temporary basis only.

To request temporary access to the customer's thermostat:

1. Select the **Send Request** button.

   A request is sent to the customer asking for remote access to their thermostat. Access is permissible for 24 hours.

2. Press the **Remote In** button to gain temporary access to the customer's thermostat after access is granted.

NOTE: *After the 24-hour window expires, access to the homeowner's system is automatically terminated. Technicians can press **Cancel Session** to terminate the access prior to the 24-hour deadline.*

3. End the temporary access by pressing **Cancel Session** after diagnostics and troubleshooting are complete

   This ends remote access to the homeowner's thermostat.

Alerts & Reminders: [System Name]

Tabs for Alerts - Service Urgent, Service Soon, Cleared and Reminders

NOTE: *Clicking on a card with an alert expands to display the Remote In control (if enabled by the homeowner) and Troubleshoot (access to the Lennox Troubleshooting Center which includes error code lookups and any available documentation).*

Equipment & Reports

- Equipment Tab
  - » A detailed list of all installed equipment for a particular system
  - » Menus are available for each Equipment Type for Technical Documents, Warranty Lookup, and Repair Parts.
- Reports Tab
  - » View Performance Reports, Installation Reports, and Installation Update Reports
  - » Generate Monthly Performance Reports
  - » Generate Installation Update reports
  - » View Performance Reports link displays a graphical view of the system performance
  - » Generating any report will save it as a PDF file to send to the customer or for record keeping.

NOTE: *For additional information please visit the* Service Tools Help Center and click on Service Dashboard.

Equipment Configuration Profile (ECP)

The Equipment Configuration Profile (ECP) is designed to assist technicians achieve higher quality and faster installations. This feature also enables dealers to create unique equipment profiles specific to products sold at their dealership. From the comfort of a desktop computer or mobile phone, dealers can customize profiles (via the Service Dashboard on LennoxPros) that will factor in the local weather conditions for all communicating and non-communicating, one-stage, two-stage and variable speed air conditioners, heat pumps, furnaces, and air handlers.

Create a New Equipment Profile

1. Select **Equipment Profile** from the Service Dashboard menu bar.

   The Equipment Profiles screen displays two tabs: *Custom Profiles* and *Default Profiles*.
2. Select the *Custom Profiles* tab (to build a completely new profile) or the *Default Properties* tab (to build a profile using a Lennox default profile) and click **Create New Profile**.

   The *Select Equipment* screen displays.
3. Locate a default profile from which to build a customized profile.

NOTE: *There is a default profile for each unit type and dealers are able to make adjustments to the default settings, if necessary.*

4. Click **Select Equipment**.

   The *Set Values* screen displays.
5. Adjust the set values (if necessary) and click **Save**.

   The *Profile Details* screen displays.
6. Complete the fields on the *Profile Details* screen.

NOTE: *Click **Back** to return to the Set Values screen if changes are necessary. Entries in the Profile Details fields will be lost.*

7. Click **Save**.

   The *Confirm Profile Creation* screen displays.
8. Verify the entries are correct and click **Confirm**.

   The Success dialog displays. This dialog confirms the new Equipment Profile has been saved and technicians can import the profile during configuration.
9. Click **Return to Dashboard** to return to the *Custom Profiles* screen or **Create New Profile** to build another custom Equipment Profile.

NOTE: *Dealers can delete a custom Equipment Profile by clicking the **Delete Profile** link associated with the profile to be deleted.*

Deleting a Custom Profile

If a custom profile is no longer valid or there is simply no need to maintain a custom profile, dealers can choose to delete it.

NOTE: *Default profiles can not be deleted.*

1. Click **Equipment Settings** from the Service Dashboard menu.
2. Select the **Custom Profiles** tab.
3. Locate the profile to delete.
4. Click **Delete Profile**.

   A *Delete Profile* dialog displays confirming the command to delete the profile.
5. Click **Yes**, **Delete**.

   The profile is removed from the Custom Profiles list.

Equipment Profiles

Equipment profiles automatically download to the Lennox® Smart Tech App after the technician logs in. The technician can then create a new list (or job) by using their mobile device to scan the equipment's serial number. Alternatively, technicians can manually enter the serial number into the app. After the system identifies the serial number, equipment profiles (that match the equipment type) display.

Technicians can choose the desired equipment profile, which automatically configures the equipment to the settings created by the dealer. If the equipment profile has not been set up, a default factory setting profile is available.

NOTE: *This feature is currently only available for installations with the Lennox® E40 Smart Thermostat, but can support both communicating and non-communicating Air Conditioners, Furnaces, and Heat Pumps. After installation and configuration are complete, the technician can run an installation report for the homeowner to confirm a successful installation.*

After the technician logs in, the *Welcome to the Lennox® Smart Tech App* screen displays.

» **Connect to a Thermostat** - enables the technician to connect via the Lennox® Smart Tech App to the homeowner's thermostat.

Unregistering the E40 Smart Thermostat

The E40 Smart Thermostat is linked to a home profile in the homeowner's account. Any action that impacts the home profile will impact all thermostats associated with that home profile.

The following actions will unregister the E40 Smart Thermostat.

Unregister System

(E40 Smart Thermostat & Lennox Home App)

Navigate to: **Menu** > **Settings** > **Advanced Settings** > **Unregister System**

Table 20. Unregister Thermostat

Parameter	Description
Account	Not affected by unregistering the thermostat
Home	Home profile is not affected by unregistering the thermostat
Target Thermostat	Unregisters the thermostat. Ventilation settings are not affected.
Additional Thermostats	Additional thermostats are not affected. Air Flow and Ventilation settings are not affected.

Move Out

(E40 Smart Thermostat)

Navigate to: **Menu** > **User Account** > **Move Out**

Table 21. Move Out

Parameter	Description
Account	Not affected by moving out
Home	Home profile is deleted
Target Thermostat	Unregisters the thermostat. Ventilation settings are not affected.
Additional Thermostats	Unregisters additional thermostats in the home. Air Flow and Ventilation settings are not affected.

Remove Home

(Lennox Home App)

Navigate to: **Menu** > **User Account** > **Home Info > Remove Home**

Table 22. Remove Home

Parameter	Description
Account	Not affected by removing home
Home	Home profile is deleted
Target Thermostat	Unregisters the thermostat. Ventilation settings are not affected.
Additional Thermostats	Unregisters additional thermostats in the home. Air Flow, and Ventilation settings are not affected.

Delete Account

(Lennox Home App)

Navigate to: **Menu** > **User Account** > **Account** > **Delete Account**

Table 23. Delete Account

Parameter	Description
Account	Account is deleted
Home	Home profile is deleted
Target Thermostat	Unregisters the thermostat. Ventilation settings are not affected.
Additional Thermostats	Unregisters additional thermostats associated with account. Air Flow and Ventilation settings are not affected.

Factory Reset

(E40 Smart Thermostat)

Navigate to: **Menu** > **Settings** > **Advanced Settings** > **View Support Service Control Center > Equipment Settings > Reset > Factory Reset Thermostat**

Table 24. Factory Reset

Parameter	Description
Account	Not affected by factory reset
Home	Home profile is not affected by factory reset
Target Thermostat	Unregisters the thermostat. Ventilation settings are reset.
Additional Thermostats	Additional thermostats are not affected. Air Flow and Ventilation settings are not affected.

Index

A

Advanced Dehumidification Descriptions 26

Alert Codes 29

Alert Codes and Troubleshooting 29

Auto Changeover

Temp Deadband 19

B

Balance Point Control 22

C

Commissioning

Using the Mobile Setup App 8

D

Dealer Service Center 17

Dehumidification

Set Point 26

Setting Options 26

Delete Account 36

Diagnostics 24

Display

Indoor Humidity 20

Outdoor Weather 20

Displaying Outdoor Temperature (Sensor) and Indoor Humidity on the Thermostat Home Screen 25

E

Energy Recovery Ventilator (ERV) 27

Equipment Configuration Profile 35

Equipment Profiles 35

Equipment & Reports 34

F

Factory Reset 37

Thermostat 23

Fresh Air Damper 27

Fresh Air Dampers 27

H

Heat / Cool Stages Locked In 19, 20

Heat Recovery Ventilator (HRV) 27

Helping the Homeowner Connect Thermostat to Home Wi-Fi 16

High Balance Point 22

Humidity Reading Calibration 20

I

Information 23

Installation

Checklist 32

Recommendations 7

Report 24

Installation Checklist 32

L

Lennox® Smart Applications 3

LennoxPros Mobile Application for Installers/Technicians Only 33

LennoxPros Service Dashboard 33

Low Balance Point 22

M

Max

Heat Setpoint 19

Min

Cool Setpoint 19

Mobile Applications 33

Move Out 36

N

Notifications (Service and Alert Codes)

Alert Code Priority Types and Notification Options 28

Service Notification Alert Codes 28

O

Outdoor Temperature

Source 20

R

Received Signal Strength Indication (RSSI) 17

Re-configure System 23

Remove Home 36

S

Screen Locked 20

Screen Saver 20

Service and Support - Service Access and Remote In 4

Servicing using the Lennox® Smart Tech App 10

Setup and Customization Process 10

Shipping and Packing List 3

Smart Devices

Smart Air Quality Monitor 23

Smart Devices Network 22

Smart Room Sensor 22

Wireless Extender 23

Smooth Setback Recovery (SSR) 19

Stage

Delay Timers 19

Differentials 19

T

Technical Support for Installers/ Technicians Only 33

Temperature Control Mode 20

Temporary Advanced Diagnostics Access (Remote In Button) 34

Temp Reading Calibration 19

Tests 24

Thermostat Dimensions 4

Thermostat Installation 7

Thermostat Terminal Information 4

U

Unregistering the E40 Smart Thermostat 36

V

Ventilation

Control Mode 27

Ventilation Control Modes 27

Ventilation Rates 27

W

Wide Setpoint 20

Wi-Fi

Access Point Hidden 16
Signal Strength Indicator 17
Wi-Fi Considerations 16
Wi-Fi Network Types Supported 16