Comfort³⁶⁵



User Manual Model C365W21

Rev1.9 Jun 2017

The Comfort365 is a touch screen programmable thermostat that controls heating, cooling and airflow. The thermostat monitors the upstairs temperature sensor and automatically adjusts the upstairs and downstairs airflow to provide uniform comfort.

The energy saving nighttime option uses the upstairs temperature sensor to control heating and cooling calls and increases the upstairs airflow.

The user can manually adjust the airflow on occasions when more airflow is needed upstairs or downstairs.



User Options and Settings

- Quick Reference
- Set Time and Day
- Set System Mode
- Set Fan Mode
- Set Thermostat Mode
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- Terminating Automatic Airflow
- User Options
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 - Turning Nighttime Airflow Option On or Off
 - Setting the Nighttime Airflow in Heating
 - Setting the Nighttime Airflow In Cooling
 - Cleaning the Touchscreen
- Changing Batteries

Wireless Sensor Locations

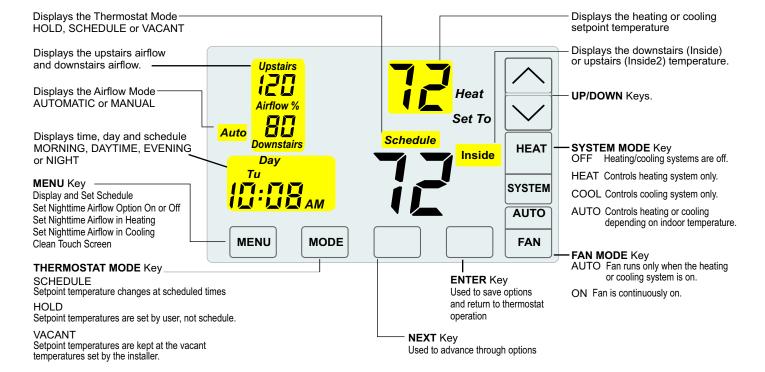
If two wireless upstairs temperature sensors have been installed, there are removable labels on the sensors indicating the sensor number. Enter the location for both sensors for future reference. For example, Sensor #1-master bedroom and Sensor #2-hallway

Sensor #1

Sensor #2

Quick Reference

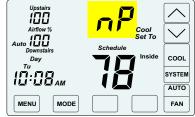
For thermostat installations in the upstairs bedroom area - During daytime operation, the thermostat will display the downstairs living area temperature. During nighttime operation, the thermostat will display the upstairs bedroom area temperature.



Error Messages

No Power Message

nP is displayed when there is no power to the system. If the message is displayed when there is no interruption in power to the home, contact your HVAC contractor/builder. Wiring from the thermostat to the system needs to be checked for errors.



Sensor Error Message

nS is displayed when there is a loss of communication from the upstairs, wireless sensor(s) to the thermostat. Check the batteries. If the message continues to display after changing the batteries, contact your HVAC contractor.

When the nS message is displayed, the thermostat will continue to control the system but the airflow control will be disabled until the sensor error is corrected.

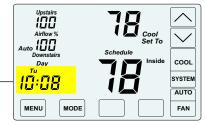
When an Err 01 error is **F** detected, the thermostat alternately displays

Upstairs
Unit and the second Set To Schedule
Day
Tuth
MENU MODE
COOL
SYSTEM
AUTO
FAN

When an Err 02 error is detected, the thermostat alternately displays

Set Time and Day

Touch here to change the time and day of the week.





CHANGE THE HOUR

Touch the **UP/DOWN** keys to change the HOUR. Touch **NEXT** to save the hour and go to change the minute.



CHANGE THE MINUTE

Touch the **UP/DOWN** keys to change the MINUTE. Touch **NEXT** to save the minute and go to change the day of the week.



CHANGE THE DAY OF THE WEEK

Touch the **UP/DOWN** keys to change the DAY OF THE WEEK.

Touch **ENTER** to save the day of the week and return to thermostat operation.

Set System Mode

Touch the **SYSTEM** key to display the SYSTEM MODES - OFF, HEAT, COOL, or AUTO. When HEAT is selected, the heating setpoint is displayed. When COOL is selected, the cooling setpoint is displayed. In AUTO or OFF, the setpoint for the last system call is displayed.



-Touch and hold the **SYSTEM** key to select:

OFF Heating and cooling systems are off.

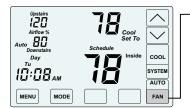
HEAT Only heating calls are enabled.

COOL Only cooling calls are enabled.

AUTO Heating or Cooling calls are

Set Fan Mode

Touch the **FAN** key to display the FAN MODES - AUTO or ON. AUTO is the most commonly used setting.



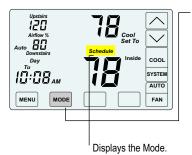
Touch **FAN** key to select:

AUTO Fan is activated only during heating or cooling calls.

ON Fan is continuously on.

Set Thermostat Mode

Touch the **MODE** key to display the THERMOSTAT MODES - SCHEDULE, HOLD and VACANT.



Touch and hold the **MODE** key to select:

SCHEDULE

Setpoint temperatures are changed at scheduled times defined by the user.

HOLD

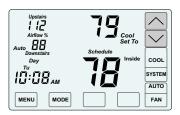
Setpoint temperatures are set by the user. No schedule is used.

VACAN1

Setpoint temperatures are kept at the vacant temperatures set by the installer.

Changing the Setpoint Temperature

The UP/DOWN keys are used to change the setpoint temperature.

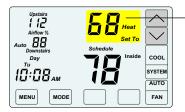


Touch the ${\bf UP}$ key to raise setpoint temperature.

Touch the **DOWN** key to lower setpoint temperature.

An active heating call is indicated by HEAT blinking. An active cooling call is indicated by COOL blinking.

To display the opposing system setpoint, touch the area shown below.



Touch here to display and change the opposing setpoint temperature.

Touch the **UP/DOWN** keys to change the setpoint temperature for the opposing system. The thermostat will return to displaying the active setpoint after about 30 seconds.

Temperature Override

If the thermostat is in SCHEDULE MODE, the setpoint temperature can be overridden using the UP/DOWN keys. The setpoint temperature will be held for 3 hours. After 3 hours the thermostat returns to normal operation.

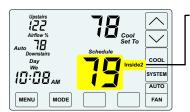


Touch the **UP/DOWN** keys to adjust the setpoint temperature.

After 3 hours, the thermostat returns to normal thermostat operation.

Displaying the Upstairs Temperature

The thermostat displays the downstairs temperature and is indicated by INSIDE. The upstairs temperature will be indicated by INSIDE2. In Night Mode, the thermostat displays the upstairs temperature, indicated by INSIDE2.

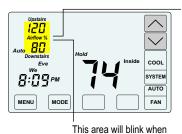


To display the upstairs temperature, touch the INSIDE temperature as indicated. The thermostat will now display the upstairs temperature, indicated by INSIDE2.

After about 30 seconds, the thermostat will return to displaying the downstairs temperature.

Overriding Automatic Airflow

In AUTOMATIC AIRFLOW MODE, the user can override the airflow to the upstairs and downstairs by pressing **AIRFLOW** % in the area shown and then use the **UP/DOWN** keys to adjust the airflow. After 3 hours, the thermostat returns to automatic operation. UPSTAIRS, AIRFLOW% and DOWNSTAIRS blink when in airflow override.



Touch AIRFLOW% as shown.

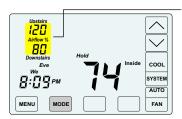
Touch the **UP** key to increase the upstairs airflow (the downstairs airflow will automatically decrease). Touch the **DOWN** key to increase downstairs airflow (the upstairs airflow will automatically decrease).

The override range is defined by the installer during set up.

Terminating Airflow Override

in airflow override.

AIRFLOW OVERRIDE can terminated by pressing **AIRFLOW** % in the area shown and then pressing the **Mode** key. The thermostat returns to automatic airflow control. The AIRFLOW % returns to the airflow prior to the override.



Touch AIRFLOW% as shown.

Touch the **MODE** key to terminate airflow override.

The thermostat returns to automatic airflow control. The AIRFLOW % returns to the airflow prior to the override.

User Options

- Set Schedule
- Selecting Manual or Auto Airflow
- Turning Nighttime Airflow Option On or Off
- Setting Nighttime Airflow in Heating
- Setting Nighttime Airflow in Cooling
- Cleaning the Touchscreen

Factory Set Schedule

The thermostat comes pre-set with the following energy-saving schedule for weekdays (Monday-Friday) and weekends (Saturday-Sunday). Using these settings can reduce your heating/cooling expenses.

Monday through Friday	Time	Heat	Cool
Morn	6:00 AM	70	75
Day	8:00 AM	62	83
Even	6:00 PM	70	75
Nite	10:00 PM	62	78
Saturday and Sunday	Time	Heat	Cool
Morn	6:00 AM	70	75
Day	8:00 AM	62	83
Even	6:00 PM	70	75
Nite	10:00 PM	62	78

Change Factory Set Schedule

Touch the **MENU** key to display SCHEDULE. Here you will select either the weekday or weekend schedule to display or change. If no key is touched, the thermostat returns to normal operation after about 30 seconds.



SELECTING THE WEEKDAY OR WEEKEND SCHEDULE

Touch the **UP** key to select the weekday schedule (MoTuWeThFr) or touch the **DOWN** key to select the weekend schedule (SaSu) and then touch **NEXT**.



SETTING THE MORNING SCHEDULE START TIME.

Touch the **UP/DOWN** keys to change the Morning Schedule Start Time and then touch **NEXT**.



SETTING THE MORNING SCHEDULE HEATING TEMPERATURE.

Touch the **UP/DOWN** keys to change the Morning Schedule Heating Setpoint and then touch **NEXT**.



SETTING THE MORNING SCHEDULE COOLING TEMPERATURE.

Touch the **UP/DOWN** keys to change Morning Schedule Cooling Setpoint and then touch **NEXT**.

Continue setting the start times, heating setpoints, cooling setpoints for the Day, Evening and Night schedules.

Touch ENTER to save the schedules to the weekdays or the weekend.

Selecting Manual or Auto Airflow

This option is only displayed if your installer enabled Manual Airflow Control during installation. AUTOMATIC AIRFLOW is the default. In AUTOMATIC AIRFLOW CONTROL, the airflow is adjusted by the thermostat. In MANUAL AIRFLOW CONTROL, the user must adjust the airflow. The airflow range is defined by the installer during set up.



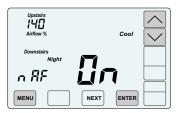
Touch the **MENU** key until the following thermostat screen is displayed.

Touch the **UP** key to select AUTO. Touch the **DOWN** key to select MANUAL.

Touch the **MENU** key to save and go to next option or touch the **ENTER** key to save the options and return to normal thermostat operation.

Setting the Nighttime Airflow in Cooling

This option enables the user to set the maximum allowable upstairs airflow in cooling DURING NIGHTTIME OPERATION, not to exceed the installer set maximum allowable upstairs airflow in cooling.



Touch the **MENU** key to display NIGHTTIME, UPSTAIRS AIRFLOW IN COOLING indicated by nAF Cool.

Touch the **UP/DOWN** keys to adjust the airflow.

Touch the **MENU** key to save and go to next option or touch the **ENTER** key to save the options and return to normal thermostat operation.

Turning Nighttime Airflow Option On or Off

When bedrooms are located upstairs, the NIGHTTIME AIRFLOW option can be used to save energy. The thermostat uses the upstairs temperature sensor for controlling heating and cooling calls, as if the thermostat has been moved upstairs. The airflow downstairs is reduced and the upstairs airflow is increased.



Touch the **MENU** key to display NIGHTTIME AIRFLOW option indicated by nAF On or Off.

Touch the **UP** key to turn the option ON. Touch the **DOWN** key to turn the option OFF

Touch the **MENU** key to save and go to next option or touch the **ENTER** key to save the options and return to normal thermostat operation.

Cleaning the Touch Screen

This option disables the touch screen for 30 seconds to enable the user to clean the touch screen by wiping down with a soft, damp cloth.

Touch the **MENU** key to display the CLEAN DISPLAY option indicated by CL. The timer will count down and return to normal thermostat operation after 30 seconds. The remaining time is displayed on the screen.



Touch the **MENU** key to display CLEAN DISPLAY option indicated by CL.

Press **ENTER** to start the 30 second count down. The touch screen is disabled during this time.

Or, press **NEXT** to return to normal thermostat operation.

Setting the Nighttime Airflow in Heating

This option enables the user to set the maximum allowable upstairs airflow in heating DURING NIGHTTIME OPERATION, not to exceed the installer set maximum allowable upstairs airflow in heating.



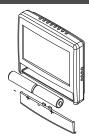
Touch the **MENU** key to display NIGHTTIME, UPSTAIRS AIRFLOW IN HEATING indicated by nAF Heat.

Touch the **UP/DOWN** keys to adjust the airflow.

Touch the **MENU** key to save and go to next option or touch the **ENTER** key to save the options and return to normal thermostat operation.

Install Two AA Batteries

The batteries power the clock when 24VAC power is lost. Slide the battery cover downward and install the two AA batteries as shown.



Homeowner resources are available online at www.Comfort365USA.com, including a consumer video describing the features and outlining the operation of the Comfort365.



Warranty

This thermostat is warranted to be free of defects due to workmanship or materials under normal use and service for a period of 5 years from date of installation and not longer than 6 years from manufacturing date code.



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