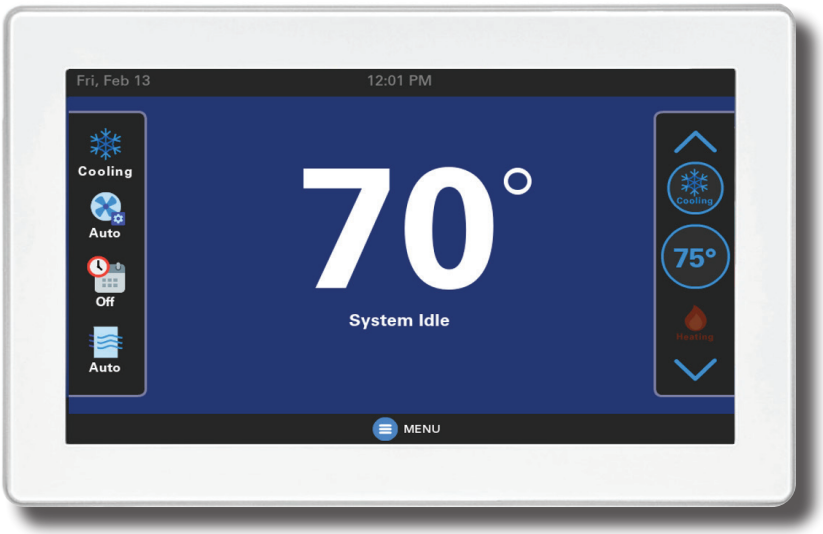
Trane® Link UX360 Smart Thermostat

Installation Guide



Model THUI2360A200U

With Link technology

ALL phases of this installation must comply with NATIONAL, STATE AND LOCAL CODES

IMPORTANT — This Document is customer property and is to remain with this unit.

These instructions do not cover all variations in systems or provide for every possible contingency to be met in connection with the installation. Should further information be desired or should particular problems arise which are not covered sufficiently for the purchaser's purposes, the matter should be referred to your installing dealer or local distributor.

18-HD98D1-1C-EN

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1. Safety

NOTE: Use 18-gauge color-coded thermostat cable for proper wiring. Shielded cable is not typically required.

Keep this wiring at least one foot away from large inductive loads such as Electronic Air Cleaners, motors, line starters, lighting ballasts and large distribution panels.

Failure to follow these wiring practices may introduce electrical interference (noise) which can cause erratic system operation.

All unused thermostat wires should be grounded at indoor unit chassis ground only. Shielded cable may be required if the above wiring guidelines cannot be met. Ground only one end of the shield to the system chassis.

⚠ WARNING

This information is intended for use by individuals possessing adequate backgrounds of electrical and mechanical experience. Any attempt to repair a central air conditioning product may result in personal injury and/or property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

⚠ WARNING

LIVE ELECTRICAL COMPONENTS!

During installation, testing, servicing, and troubleshooting of this product, it may be necessary to work with live electrical components. Failure to follow all electrical safety precautions when exposed to live electrical components could result in death or serious injury.

2. Product Specifications

Specification	Description
Model	THUI2360A200U
Product	UX360 Smart Thermostat
Size	7.125” x 4.725” x 1” (WxHxD)
Configurations	Heat Pump, Heat/Cool, Dual Fuel, Heat Only, Cooling Only
Maximum Number of Stages	5 Stages Heat, 2 Stages Cooling
Storage Temperature	-40°F to +167°F, RH non-condensing
Operating Temperature	32°F to 104°F, RH non-condensing
Input Power*	24VAC from HVAC System (Range: 18-30 VAC)
Power Consumption	2W (typical) / 5W (max)
Wire Usage	18 AWG NEC approved control wiring
Communications	Controller Area Network (CAN bus) 4-wire connection
System Modes	Auto, Heating, Cooling, Off, Emergency Heat
Fan Modes	Auto, On, Circulate
Cooling Setpoint Temperature Range	60°F to 99°F, 1°F resolution
Heating Setpoint Temperature Range	55°F to 90°F, 1°F resolution
Outdoor Temperature Display Range	Ambient Temperature: -40°F to 141°F (including dead band), -38°F to 132°F (excluding dead band) External Ambient Temperature: up to 136°F
Indoor Humidity Display Range	0% to 100%, 1% resolution
Minimum Cycle Off Time Delay	Compressor: 5 minutes, Indoor Heat: 1 minute

* On every application, 24VAC loads should be reviewed to be sure the indoor unit control power transformer is adequately sized.

3. General Information

3.1 What’s in the Box?

- Literature
  - Installer Guide
  - User Guide
  - Warranty Card
- UX360 Smart Thermostat
- Wall Plate
- Mounting Kit

3.2 Accessories

- Wired Indoor Sensor (ZZSENSAL0400AA)
- Wireless Indoor Sensor (ZSENS930AW00MA*)

* Wireless Indoor Sensor software version 1.70 or greater is required.

4. Trane® Link Systems

- **Installation.** Trane Link systems are built to be “plug and play”. Once you’ve connected the outdoor unit, indoor unit, SC360, and UX360, turn on the system. The equipment will communicate and configure the system automatically to default settings.
- **Verification.** You can easily verify all modes of operation. Link can run and verify each mode of operation as well as verify the system is functioning properly. For example, instruct the system to deliver 1200 CFM of airflow, and the system will verify correct operation. Once testing has been completed, you can get a commissioning report that documents the results.
- **Monitoring.** With a homeowner’s permission, you can monitor data from the system remotely. This includes creating a birth certificate that captures how the system was operating on day one, and tracking performance over time.
- **Upgrades.** Connected systems can have their software remotely upgraded through the SC360, including pushing additional features out to the installed communicating equipment. No dealer visit or SD cards are required.

Technical Advantages

- Self-configuring system on startup
- Automated verification simplifies charging and airflow procedures, and automatically goes through all modes of operation to verify the system is operating properly and within specifications
- New sensors to easily monitor data, with information shared wirelessly, either onsite or in the cloud
- Standardized and consistent wiring: four-wire connection for all communicating equipment simplifies installation
- Faster, more robust communication protocol
- Remotely control connected systems from the Trane Home mobile app.
- The system supports up to four indoor temperature and humidity sensors in a non-zoned system for averaging, including ZSENS930AW00MA sensors.
- With an Internet connection, full system updates for installed communicating equipment will occur automatically.

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5. Placement & Installation

5.1 Location

- Install the UX360 in a centrally located climate controlled living space with good air circulation.
- The UX360 **MUST** be at least 3 feet apart from any other electronic device such as a TV or speaker.
- You MUST assign an indoor temperature sensor that is installed in a controlled space. See the Sensor Setup section for details.
- If the UX360 and the SC360 must be in close proximity (closer than 3 feet), always install the UX360 diagonally above the SC360. If top left and top right sides are not possible, then install the SC360 to the right or left side of the UX360.
- Keep these 2 devices as far apart as possible. **Never install them on top of each other.**
- The UX360 should be at least 3 feet away from a corner where 2 walls meet. Corners have poor circulation.
- The UX360 should not be directly exposed to air currents from supply air or ceiling fans.
- Avoid exposing the UX360 to any radiant heat source such as sun light or fireplaces.

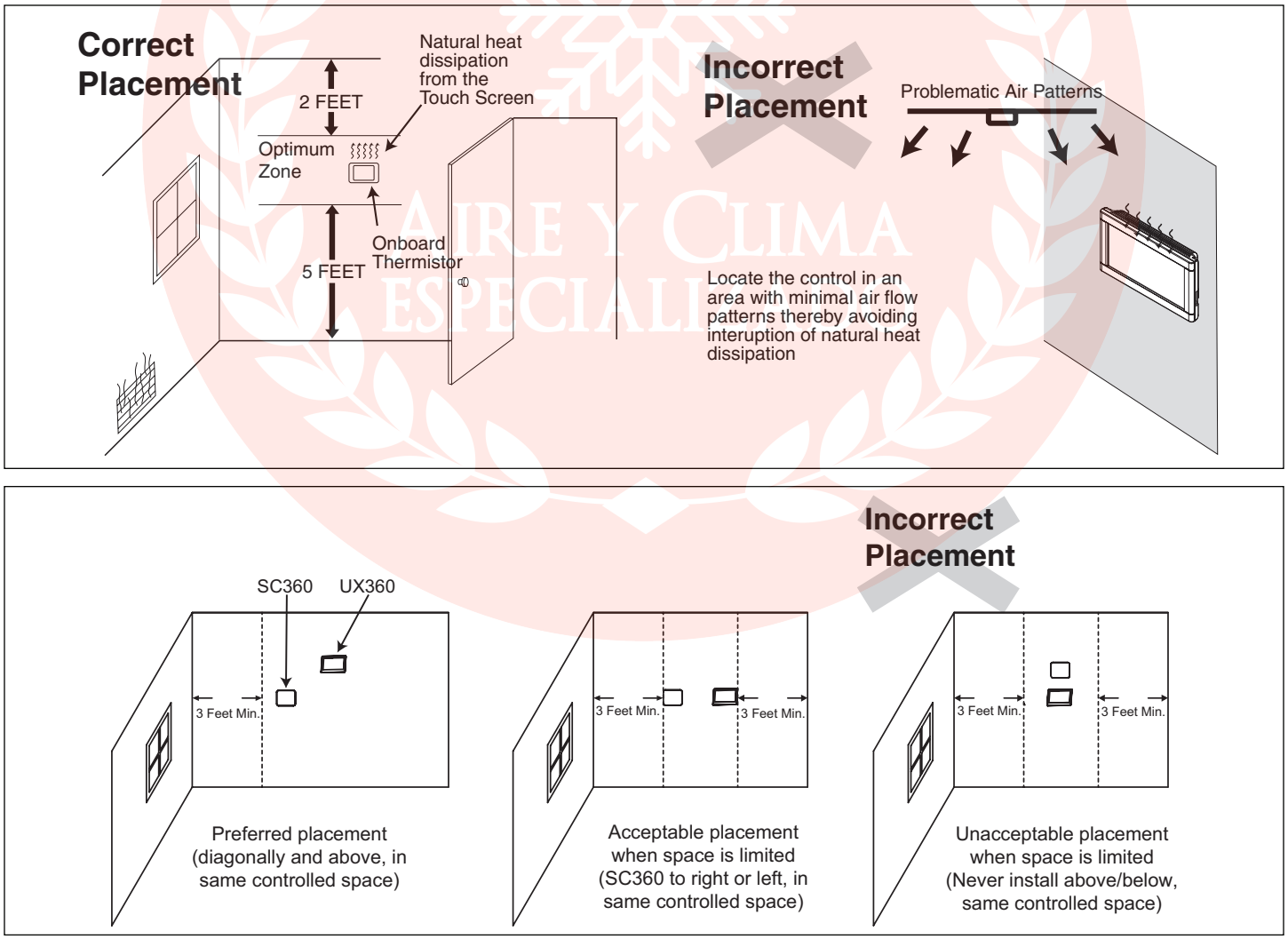

Figure 1. Placement of UX360 and SC360

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5.2 Network Connections

To take advantage of the full range of features on the UX360, the SC360 System Controller should be connected to the Internet using a wireless connection.

Refer to the UX360 User Guide for additional information on connecting to the Internet.

5.3 Mounting

Follow these steps to mount the UX360 to the wall. See Figures 2 and 3.

1. Turn OFF all power to heating and cooling equipment.
2. Route the wires through the opening on the Sub-base.
3. Place the Sub-base against the wall in the desired location and mark the wall through the center of each mounting hole.
4. Drill the holes in the wall where marked.
5. Mount the Sub-base to the wall using included mounting screws and drywall anchors. Make sure all wires extend through the Sub-base.

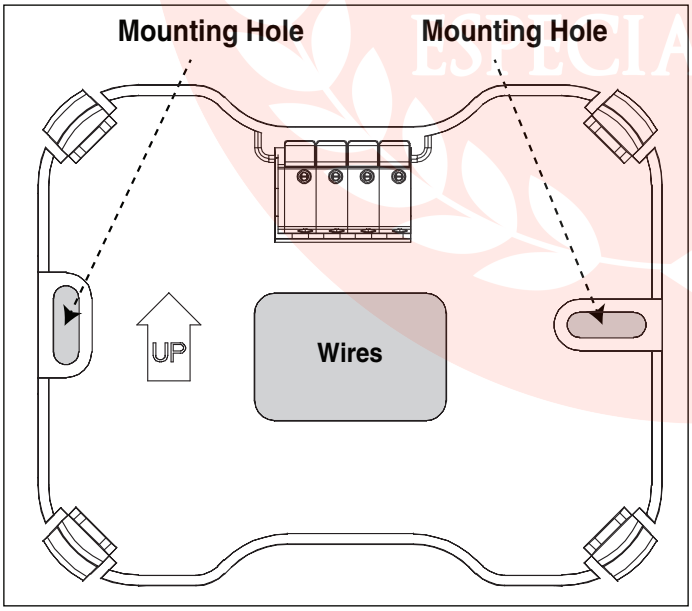

Figure 2. Mark The Mounting Holes

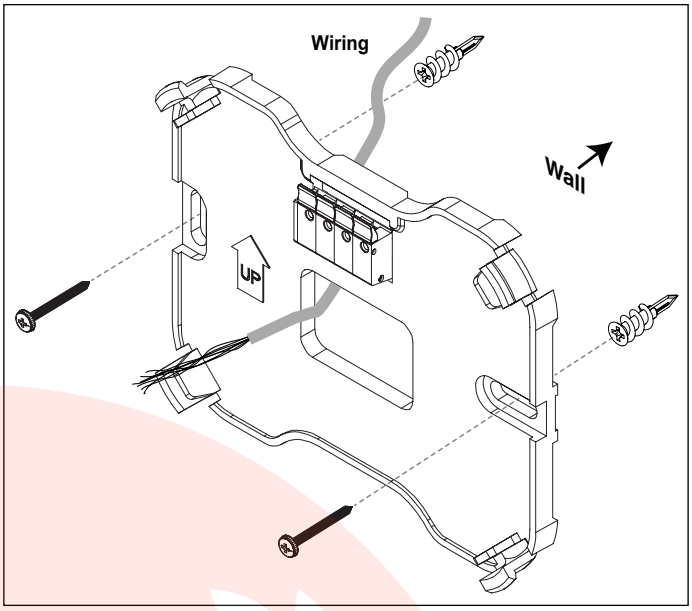

Figure 3. Mount The Sub-Base To The Wall

5.4 Wiring

1. Adjust the length and position of each wire to reach the proper terminal on the connector block of the Sub-base. Strip 1/4” of insulation from each wire. Do not allow adjacent wires to short together when connected. If stranded thermostat cable is used, one or more strands will have to be cut to allow the cable to fit connector. For use with solid conductor 18 ga. thermostat wire.
2. Match and connect control wires to the proper terminals on the connector block.

   Refer to the Field Wiring Connection Diagrams shown later in this document.
3. Push excess wire back into the wall and seal the hole to prevent air leaks.

   NOTE: Air Leaks in the wall behind the UX360 can cause improper operation.
4. Attach the UX360 to the Sub-base.
5. Turn ON power to the heating and cooling equipment.

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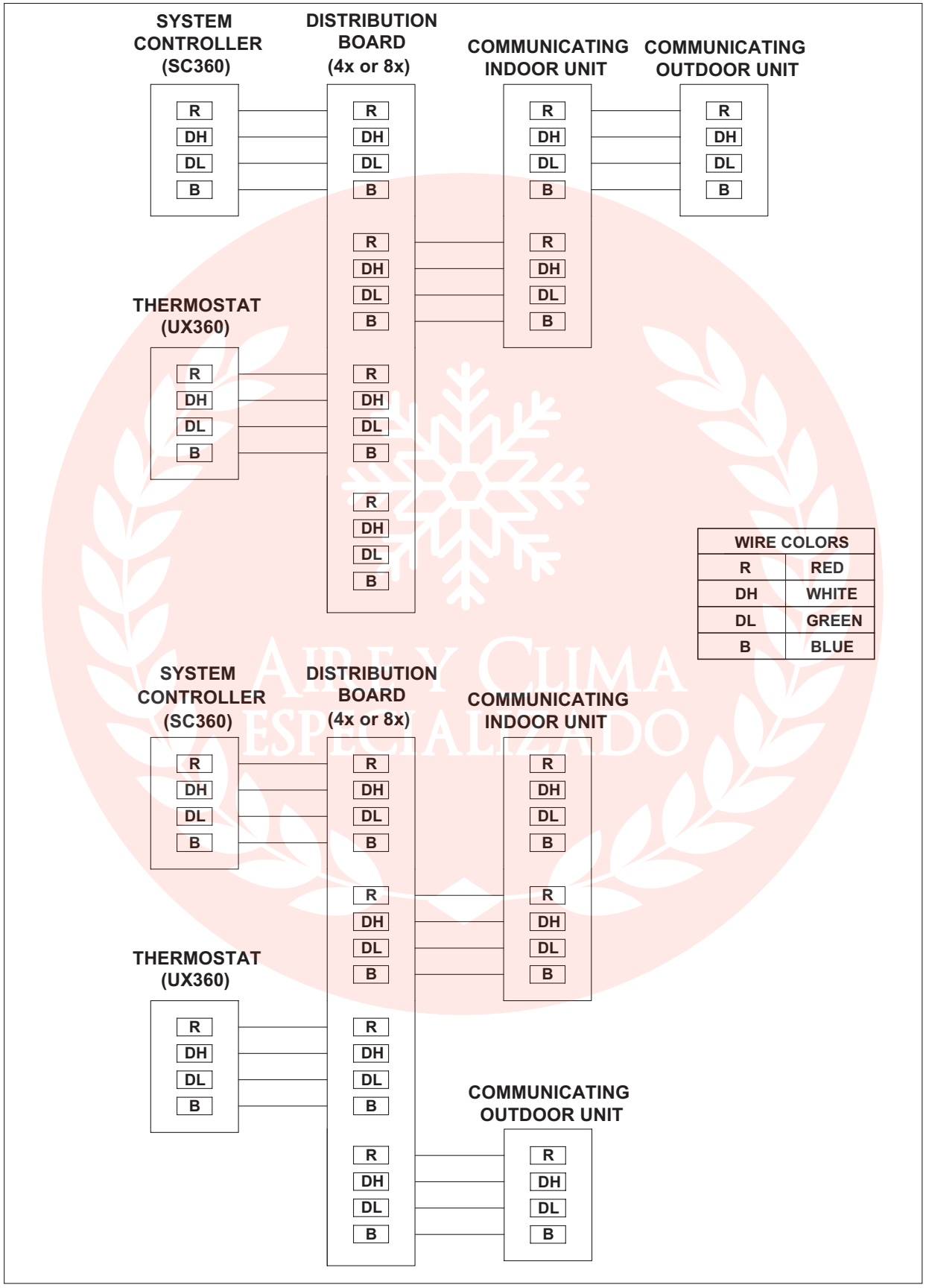
6. Field Wiring Connection Diagram Options

COMMUNICATING INDOOR AND OUTDOOR



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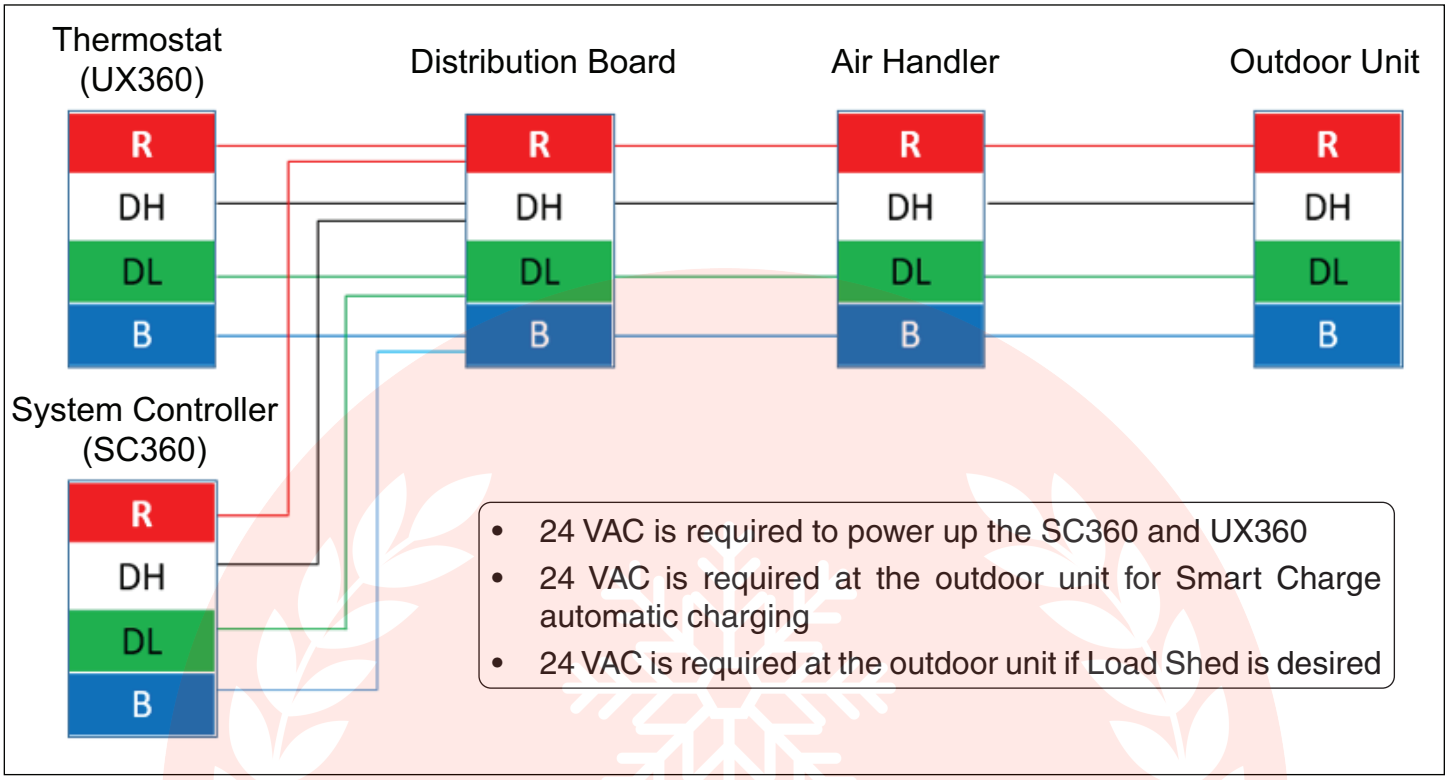
7. CAN Low Voltage Troubleshooting



Troubleshooting steps	Description
Bus Idle	
Expected Measurement	2 - 4 VDC between DH and GND 2 - 4 VDC between DL and GND
	Voltage measured from DH to DL will vary depending on bus traffic
Resistance Between DH and DL[1]	
Appropriate range can vary depending on the communicating equipment installed on the system	
Expected Measurement	60 +/- 10 ohms can be expected when the SC360, communicating indoor unit and communicating variable speed outdoor unit are installed.
	90 +/- 10 ohms can be expected with no communicating outdoor unit installed
Lower than appropriate range	Possible short on the bus between DH and DL
Higher than appropriate range	Possible open circuit on the bus
Resistance Between DH and GND[2]	
Expected Measurement	1 Mohms or greater

[1] All power to the system must be turned OFF.
[2] Device must be powered OFF and disconnected from the CAN bus.

8. Configuration

Certain menu selections may or may not be present depending on other menu settings and equipment installed.

8.1 General

Menu Selection	Options	Description
System Name	Manual keypad entry	Enter a custom name for the system.
Dealer Code	Manual keypad entry	When the system is connected to Trane Home, a Dealer Code can be entered to populate the dealer's contact information and logo. The code is the dealer's registered phone number listed on ComfortSite. A dealer can upload a logo by selecting Tech Support from the Home page of ComfortSite, then select Dealer Logo Management and upload logo. File size should not exceed 3MB.
Factory System Restore	Full Restore	Erases all user and installer settings and restores the system to factory default settings.
	Partial Restore	HVAC configuration will be set to factory default values. Zoning configuration, indoor sensor settings, and user settings will be retained. After the partial restore, HVAC configuration may need to be reconfigured.

8.2 Climate Control

Sub Menu	Menu Selection	Options [Default]	Description
General System Operation	Cooling Sensible Load Value (Btu/h)	[0] Btu/h	Range of values is based on system configuration.
	Heating Sensible Load Value (Btu/h)	[0] Btu/h	Range of values is based on system configuration.
	Aggressive Recovery by Temp Error	Enabled/[Disabled]	Select whether to disable the 15-minute staging inhibit during heating mode when Temp Error is greater than 2°F. Cannot be enabled when **Heating Aggressive Recovery by ODT** is enabled.
	Heating Aggressive Recovery by ODT	Enabled/[Disabled]	Select whether to **require/[bypass]** outdoor temperature to fall below the selected **Heating Aggressive Recovery Setting** in order to disable the 15-minute staging inhibit during heating mode when Temp Error is greater than 2°F. Cannot be enabled when **Heating Aggressive Recovery by Temp Error** is enabled. Outdoor temperature sensor must be connected and enabled to allow this setting to be selected.

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Sub Menu	Menu Selection	Options [Default]	Description
General System Operation	Heating Aggressive Recovery Setting (°F)	0°F -70°F [40°F]	Select the outdoor temperature for Heating Aggressive Recovery.
	Smart Control Fan Enable Status	Enabled/[Disabled]	Select to enable or disable Smart Continuous Fan.
System Controller	SC360 Installed in Conditioned Space	Yes/[No]	Enable if the SC360 was installed in a conditioned space and can be used as an indoor temperature and humidity sensor.
Indoor Heat	Heater Type	[None]/Electric/ Hydronic	Select the type of indoor unit installed. Value is pre-populated for communicating equipment.
	Heater Size	**Electric:** [Empty List]/ 25KW, 1-Phase/ 20KW, 1-Phase/ 15KW, 3-Phase/ 15KW, 1-Phase/ 10KW, 3-Phase/ 10KW, 1-Phase/ 8KW, 1-Phase/ 4KW, 1-Phase/ 5KW, 1-Phase **Hydronic:** 100Kbtu/80Kbtu/ 70Kbtu/50Kbtu	Select the size of the indoor unit based on tonnage and heater type. Options vary depending on heater type. Value is pre-populated for communicating equipment.
	Heater Model Number	[NOMODELNUM]	Value is pre-populated based on heater size, but can also be manually configured.
	Heater Serial Number	[NOSERNUM]	Enter the 10-digit serial number of the indoor unit.
	Cycles Per Hour	2-6 CPH [5]	
	Electric Heat Airflow	[Low]/Med/High	
	Blower On Delay	No delay/15/30/45/[60] seconds	Select to enable or disable the blower on delay in hydronic heating.
	Blower Off Delay	No delay/30/[50]/70/90 seconds	Select to enable or disable the blower off delay in hydronic heating.
Compressor Operation	Minimum System Speed	[Factory]/ 30%/40%/50%	
Compressor Cooling	Cycles Per Hour	2-6 CPH [3]	
	Blower Off Delay	[No Delay]/Auto/ 30 seconds	Select to enable or disable the blower off delay in compressor cooling.
	Blower On Delay	[No Delay]/Auto/ 30 seconds	Select to enable or disable the blower on delay in compressor cooling.
	Minimum Indoor Coil Temp (°F)	28°F -60°F [30°F]	
	Maximum Indoor Coil Temp (°F)	28°F -60°F [55°F]	

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Sub Menu	Menu Selection	Options [Default]	Description
Compressor Cooling	System Control	More Efficient/Efficient/ Balanced/ Comfort/ [More Comfort]	
	Minimum CFM Per Ton	200-500 [250]	
	Maximum CFM Per Ton	200-500 [500]	Minimum value based on **Minimum CFM Per Ton** setting. Maximum value based on **Comp Cooling Maximum Airflow** setting.
	Cooling Maximum Airflow (CFM)	[0]	Range varies per system settings.
Compressor Heating	Cycles Per Hour	2-6 CPH [3]	
	Blower Off Delay	[No delay]/30/60/90 seconds	
	Blower On Delay	[No delay]/15/30 seconds	
	Heating Maximum RPM	[High]/Med/Low	
	System Control	[Comfort]/Efficiency	
	Comp Heat CFM Per Ton	290-450 [400]	

8.3 Energy

Sub Menu	Menu Selection	Options [Default]	Description
Indoor Heat	Auxiliary Heat Lockout	Enabled/[Disabled]	Enable auxiliary heat lockout (10° minimum separation when enabling auxiliary heat lockout and compressor heat lockout).
	Auxiliary Heat Lockout Temp (°F)	32°F -70°F [45°F]	Select an outdoor temperature to prevent auxiliary heat above the selected outdoor temperature.
Compressor Heating	Compressor Heat Lockout	Enabled/[Disabled]	Enable compressor heat lockout (10° minimum separation when enabling auxiliary heat lockout and compressor heat lockout)
	Lockout Temperature (°F)	5°F -70°F [30°F]	Select an outdoor temperature to prevent compressor heating below the selected outdoor temperature.
Outdoor Unit	Power Factor Correction	Enabled/[Disabled]	

8.4 Environment

Sub Menu	Menu Selection	Options [Default]	Description
Outdoor Unit	Reduce Electrical Interference	Enabled/[Disabled]	
	Defrost Termination Temp (°F)	[Factory]/Medium/High	

8.5 Accessories

Available accessory menu selections will vary based on the accessory type.

Sub Menu	Menu Selection	Options [Default]	Description
Accessory 1 & 2 Input	Accessory Type	[None], Air Cleaner, Powered/Bypass, Steam, Ext Dehum, Ventilator	Select the accessory type.
	Humidifier Action	[With Active Heat Call], Without Active Heat Call	Disabled for Air Cleaner accessory.
	Airflow During Humidifier Only Mode	35%-100% [50%]	Select the desired airflow when the humidifier is operating without an active call for heat.
	Dehum Type	[With Cool]/Stand alone	Defaulted to [With Cool] for Ext Dehum accessory.
	Dehum Fan Action	[Force Fan]/Normal	
	Minimum Ventilation Run Time (mins)	1-60 [5]	
	Ventilator Fan Action	[Ventilate With Blower]/ Ventilate Without Blower	
	Outdoor Temperature Ventilation Override	[Disabled]/Enabled	
	Max Outdoor Temperature	80°F - 110°F [85°F]	
	Min Outdoor Temperature	-10°F to 50°F [0°F]	
	Accumulate Overridden Run Time	[Disabled]/Enabled	
	Accumulate Period	[4 hrs - Recover based on OD Conditions]/4 hrs - Recover to maintain Min Ventilation/24 hrs - Recover based on OD Conditions/24 hrs - Recover to maintain Min Ventilation	
	Humidifier Control	[RH Control]/Frost Control	Not available for Ext Dehum accessory.

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Sub Menu	Menu Selection	Options [Default]	Description
ID External Switch Input 1 & 2	Accessory Type	[None], Condensate-Cooling, Smoke Detector	Select the accessory type.
	Disable Compressor Cooling	[Disabled]/Enabled	Enabled by default for Condensate-Cooling and Smoke Detector accessories.
	Disable Compressor Heating	[Disabled]/Enabled	Enabled by default for Smoke Detector accessory.
	Disable Indoor Heating	[Disabled]/Enabled	Enabled by default for Smoke Detector accessory.
	Disable Fan Circulation	[Disabled]/Enabled	Enabled by default for Smoke Detector accessory.
	Limit Compressor Speed	[Disabled]/Enabled	
Outdoor Load Shed	Accessory Type	[None], Load Shed, Generator Backup	
	Disable Compressor Cooling	[Disabled]/Enabled	Enabled by default for the Load Shed accessory.
	Disable Compressor Heating	[Disabled]/Enabled	Enabled by default for the Load Shed accessory.
	Disable Indoor Heating	[Disabled]/Enabled	Enabled by default for the Load Shed and Generator Backup accessories.
	Disable Fan Circulation	Disabled/[Enabled]	
	Limit Compressor Speed	[Disabled]/Enabled	

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9. Indoor Sensor Setup

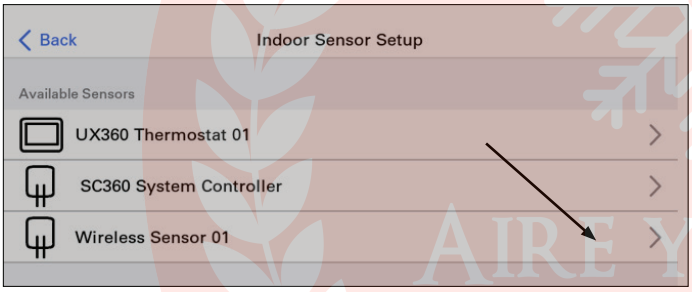
View, edit and assign temperature and humidity sensors for the system.

9.1 Available Sensors

A list of all available sensors for the system will be displayed at the top of the Indoor Sensor Setup screen. Once a sensor has been assigned, it will be removed from the list of available sensors. The sensors from the communicating equipment will show up in the list automatically, but the wireless sensors must be added one by one.

Supported Indoor Sensors:

- UX360 Thermostat (Onboard Sensor)
- SC360 System Controller (Onboard Sensor)
- Wireless Indoor Sensor (ZSENS930AW00MA)
- Wired Indoor Sensor (ZZSENSAL0400AA)



NOTE: The SC360 will only be included as an available sensor if it has been configured and installed in controlled space. This setting can be modified from **Technician Access** > **Configuration** > **Climate Control** > **SC360 System Controller.**

9.2 Sensor Details

Select a specific sensor to view more details about the sensor and to assign it to the system. The details displayed may be different for different sensor types.

Sensor Details May Include:

- **Assigned Status:** if the sensor has been assigned to the system or not
- **Use Temperature:** enables/disables the use of the temperature sensor on the device
- **Use Humidity:** enables/disables the use of the humidity sensor on the device
- **Battery:** battery % on battery powered sensors
- **Status:** communicating status with the system
- **Serial Number:** serial number of the sensor
- **Model Number:** model number of the sensor
- **Sensor Name:** sensor name can be changed to a default or custom name
- **Temperature Weight:** weight of the temperature sensor when being averaged with other sensors

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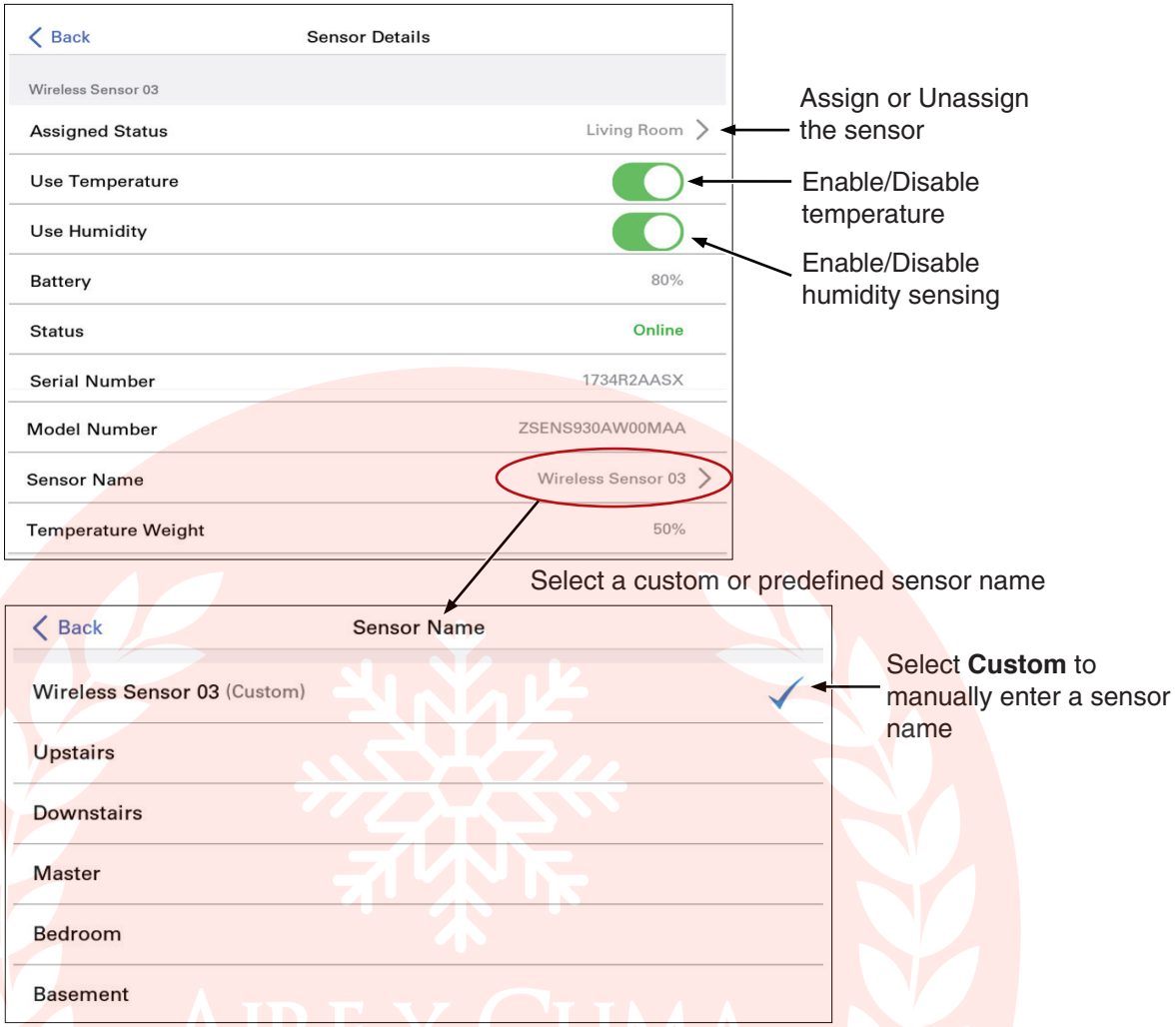


9.3 Assigning Sensors

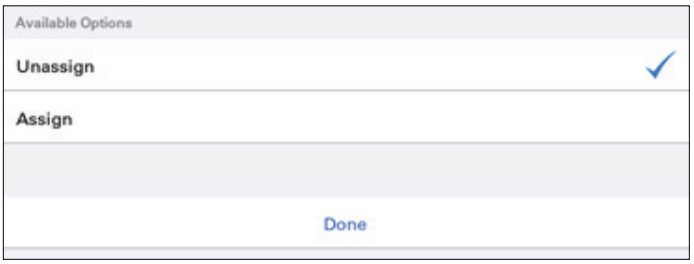
To assign a sensor to the system:

1. Select the corresponding sensor under Available Sensors.
2. On the **Sensor Details** screen, select **Assigned Status**.
3. Select **Assign** and then **Done**.
4. The sensor will be assigned to the system and removed from the Available Sensors list.
5. Up to four sensors can be assigned to the system at a time.

9.4 Unassigning Sensors

To unassign a sensor:

1. Select the corresponding sensor under Available Sensors.
2. On the **Sensor Details** screen, select **Assigned Status**.
3. Select **Unassign** and then **Done**.
4. The sensor will be unassigned from the system and will be added back to the Available Sensors list.



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9.5 Adding Wireless Sensors

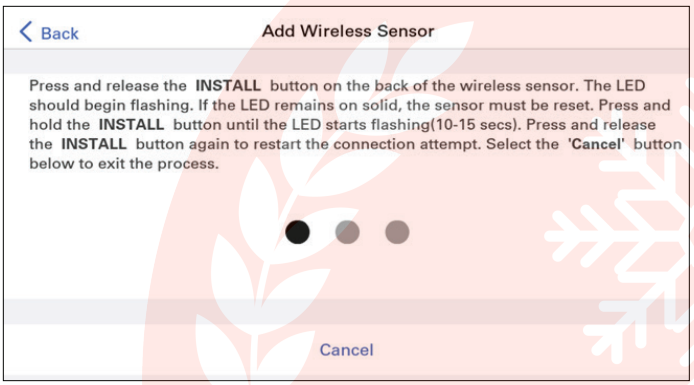
ZSENS930 wireless sensors must be added to the system one at a time.

Follow these steps to add new wireless sensor:

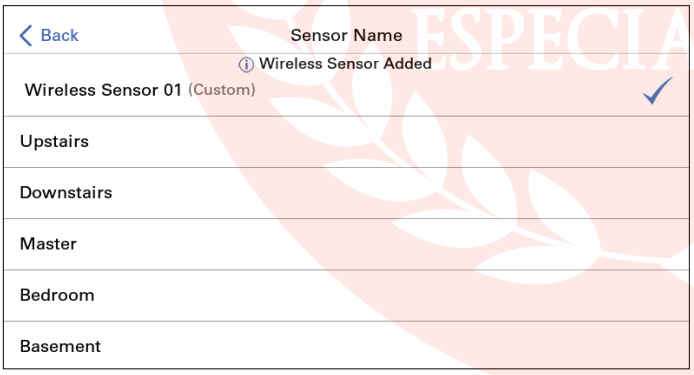
1. Select **Add Wireless Sensor** under the list of available sensors.

   Add Wireless Sensor

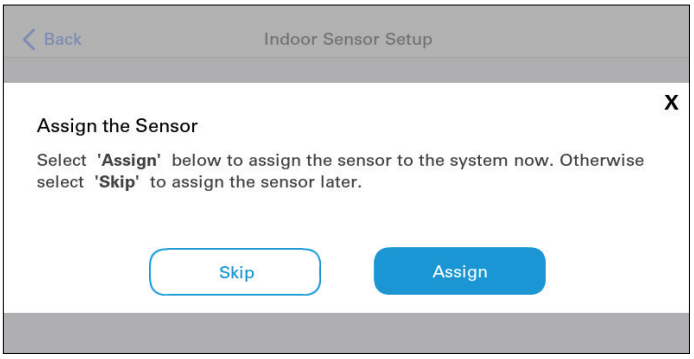
2. Press and release the **INSTALL** button on the back of the wireless sensor.
3. The LED on the back of the sensor will begin flashing.



4. Once successfully added, select a pre-defined name or enter a custom name and then select **BACK**.



5. Select **Assign** to assign the sensor to the system.



9.6 Removing Wireless Sensors

ZSENS930 wireless sensors must be removed from the system one at a time. The sensors must be online to be removed by the steps listed below.

Follow these steps to remove a wireless sensor:

1. From the list of **Assigned Sensors**, select the wireless sensor to be removed.
2. Scroll to the bottom of the **Sensor Details** screen and select **Remove Wireless Sensor.**

   Remove Wireless Sensor

3. Press and release the **INSTALL** button on the back of the wireless sensor.
4. The LED on the back of the sensor will begin flashing.
5. When successfully removed, the sensor will no longer be in the **Assigned Sensors** list or the **Available Sensors** list.

NOTE: After being removed, the wireless sensor would have to be added back to the system before it can be assigned as a sensor.

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10. System Operation

10.1 Power-Up Sequence

When the UX360 is connected to the sub-base, the thermostat initiates an 80 to 200 second power-up sequence. During the power-up sequence, the screen will remain dark for approximately 20 seconds and will then display 'Initializing...' above a progress bar for up to three minutes.

10.2 Service Reminders

Reminders can be enabled to send a notification when the configured reminder expires. A message will be displayed across the top of the display. The reminder is time-based and can be configured on system run time or calendar days. Reminders can be configured for humidifiers, filters, ventilation systems, UV lights and HVAC system maintenance. The type of reminders available are based on the accessories enabled in the installer settings.

10.3 Software Updates

To take full advantage of the features and benefits of the UX360 Smart Thermostat, the latest software revision should be installed.

An Internet connection to the SC360 System Controller is required for software updates. When the SC360 is connected to the Internet, software updates to the installed communicating equipment will occur automatically and do not require user intervention.

10.4 System Mode

The system has five System Modes which can be selected:

- **Heating:** system only operates in heating mode
- **Cooling:** system only operates in the cooling mode
- **Off:** system will not operate in heating or cooling mode
- **Emergency Heating:** system will run the indoor heat source only (only available when the outdoor unit type is a heat pump)
- **Auto:** Mode of operation is automatically selected based on the following rules:

  a. **Heating** - Indoor temperature is equal or less than heating setpoint

  b. **Cooling** – Indoor temperature is equal to or greater than cooling setpoint or within 1°F of cooling setpoint

There is a minimum deadband between heating and cooling setpoints of 3°F (4°F when zoning is applied).

10.5 Fan Mode

The system has three fan mode options:

- **Auto:** fan only runs with a call for heating or cooling
- **On:** fan runs continuously
- **Circ:** fan runs a user-selected minimum amount of time each hour

10.6 Air Cleaner Mode

When an air cleaner is installed, the system has three Air Cleaner modes:

- Auto: air cleaner operates only with a call for fan operation
- Quick: air cleaner operates for 3-hours with blower at 100%
- Allergy: air cleaner operates for 24-hours with blower at 100%

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11. Test Modes

Certain tests may or may not be present depending on other menu settings and equipment installed. Select the Start button to run each test.

Menu Selection	Options	Description
Test Blower	300-1580 CFM	Energize indoor blower at the selected CFM. Range of values varies per Air Handler model.
Test Compressor Cool	Minimum-100%	Adjust % demand for compressor operation. Indoor blower will operate at the speed required for the selected % demand. Range of values is based on system configuration and ambient conditions.
Test Compressor Heat	Minimum-100%	Adjust % demand for compressor operation. Indoor blower will operate at the speed required for the selected % demand. Range of values is based on system configuration and ambient conditions.
Test Indoor Heat	Stage 1/ Stage 2/ Stage 3	Energize the selected stage of indoor heating. Indoor blower will operate at the speed required for the selected stage. Indoor heat test will run at maximum airflow for hydronic heat.
Charge Mode – Cooling	N/A	Energizes system to set/verify system charge. Use sub-cooling tables in the outdoor Service Facts to determine correct charge levels.
Check Charge Mode – Heating	N/A	Energizes system to compare actual performance to typical performance. Use the pressure curves in the outdoor unit **Service Facts** for comparison.
Pump Down mode – Cooling	N/A	Pulses the latching switchover valve to cooling position and runs at full compressor speed. Outdoor EEV will remain open and indoor EEV (if installed) will continue to control superheat.
Pump Down Mode - Heating	N/A	Pulses the latching switchover valve to heating position and runs at full compressor speed. Outdoor EEV will control superheat and indoor EEV (if installed) will remain open.
Test Aux Relay	N/A	Enabled when Aux1/Aux2 accessories are configured for the system. Installed accessories will be displayed.

12. Equipment Summary

The Equipment summary table is based on the installed communicating equipment and differs from system to system.

The following information per device is displayed:

- **Status:** identifies if the device is currently communicating on the system
- **Description:** name of the device
- **Model:** model number of the device
- **Serial:** serial number of the device

13. Alerts

The UX360 displays two sets of alerts:

- Current Alerts: alerts which are currently active
- Alert History: alerts that have been cleared in the last 30 days

Each alert in the history will display the date the alert was cleared. Current alerts will display the date when the alert was triggered.

Select an alert code to view additional information on that alert as well as a list of possible causes.

All alerts are categorized by severity:

Critical

- Loss of heating/cooling operation
- Service call is required
- Alert notifications are displayed on the home screen

Major

- Reduced functionality - minimum operation is possible
- Service call is not immediately required
- Alert notifications are not displayed on the home screen

Minor

- Functionality may be lost but should recover or the information is for diagnostic purposes/ performance monitoring
- Service call is not required
- Alert notifications are not displayed on the home screen

14. Troubleshooting

Symptom	Possible Causes	Action
UX360 displays an alert on the screen	A critical or major alert is present.	Navigate to the Alerts screen for a problem description and possible cause. Menu > System Info > Alerts
Display will not come on	Loss of 24VAC between R & B at the UX360 Control.	1. Check wiring between R & B. 2. Check transformer for 24VAC output. 3. Check for broken or shorted thermostat wire.
Indoor temperature display is incorrect	1. Indoor temperature display needs calibration. 2. Surrounding air flow affecting sensed temperature of the UX360.	Calibrate temperature sensor from UX360 menu.
Indoor humidity display is incorrect	Indoor humidity display needs calibration.	Calibrate humidity sensor from the UX360 menu.
Heating will not come on	1. System mode is not set to Heat/ Auto or setpoint is set too low. 2. Minimum off time delay is being enforced. 3. Heating system may require service.	1. Set mode to heat and raise the setpoint above the room temperature. 2. Wait 5 minutes and recheck heating equipment. 3. Check/repair system.

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Symptom	Possible Causes	Action
Cooling will not come on	1. System mode is not set to Cool/ Auto or the setpoint is too high. 2. Minimum off time delay is being enforced. 3. Cooling system may require service.	1. Set mode to cool and lower the setpoint below the room temperature. 2. Wait 5 minutes and recheck cooling equipment. 3. Check/repair system.
Heating or Cooling is displayed, but no warm or cool air is coming from the registers	1. Fan delay as the heating or cooling equipment turns on. 2. Equipment is not working properly.	1. Wait a minute for blower delays and recheck registers. 2. Check/repair system.
Fan runs all the time	1. Fan mode is set to On, Circulate or Clean mode. 2. There is a failure in the indoor unit.	1. Check UX360 settings to see if fan is set to On, Circulate or Clean mode. 2. Check indoor unit for failures (such as tripped heating limit).
"+" symbol appears on Home Screen beneath Indoor Temperature readout	Both compressor heat and indoor heat are being called simultaneously	No action required. Symbol is for informational purposes only.
Fan is set to ON but not running	1. Smart Control Fan feature has been is engaged. 2. Blower motor is not functioning.	1. If indoor humidity is higher than desired setpoint, the blower will cycle off with the equipment. A humidity icon will be displayed on the Fan Mode button when the blower operation is being inhibited due too high humidity. 2. Check/repair system.
Cooling or Heating cycles too fast or too slow (narrow or wide temperature swings)	1. Check the location of the UX360 for drafts. 2. Cycles per hour or aggressive recovery is improperly set.	1. Seal air leaks behind UX360. Relocate UX360 or apply remote indoor temperature sensor. 2. Adjust cycle rates and aggressive recovery features in the advanced installer set up.
Heat pump is not turning on; only furnace or electric heat strips are running	1. Outdoor temperature is below compressor lockout temperature setting. 2. Compressor heating lockout is enabled and outdoor temp sensor is out of calibration or failed. 3. The outdoor unit is not reporting.	1. Adjust the compressor lockout temperature setting if desired. 2. Check/repair outdoor sensor or wiring. 3. Check communication status of outdoor unit.
Cannot change system mode to desired setting	Equipment is not configured properly.	Check the Configuration screen to ensure equipment is properly configured.
Screen does not respond properly to a button press	1. Internal UX360 hardware failure. 2. Screen Lock has been enabled.	1. Remove UX360 from sub-base and reset. 2. Press and hold the Menu button for 5 seconds to override screen lock.

Symptom	Possible Causes	Action
Screen goes blank after a period time of inactivity	Screen Saver mode set to “Black” which turns off screen back light after a user-selected period of inactivity.	Normal operation. User may change screen saver from “Black” to “Indoor Temperature” or increase the time before the screen saver is activated.
Time set on UX360 changes every 24 hours.	UX360 is connected to Trane Home and the time zone set from the Trane Home account is incorrect.	Correct the time zone from the Trane Home account.

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