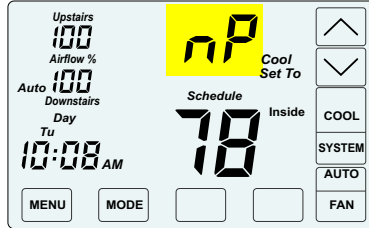


# ERROR CODES

## Models C365C32 and C365C32WF

### nP - No Power Message

**nP** is displayed when the thermostat has not detected 24VAC from the equipment.

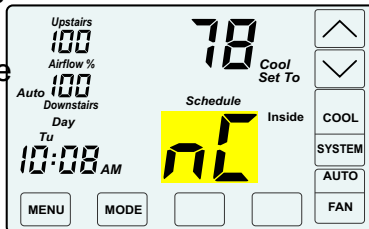


1. If the message is displayed when the system is powered, check the wiring from the thermostat to the Wiring Hub and the Wiring Hub to the system.
2. Check that both the R and C wires from the equipment to the Wiring Hub are installed in the proper terminals and are making good contact.
3. Check that both the 5V and GND wires from the Wiring Hub to the thermostat are installed in the proper terminals and are making good contact.
4. Check for a broken R or C wire or a broken 5V or GND wire.

**!** Hint - Measure 24VAC at the subbase R and C terminals.

### nC - No Communication Message

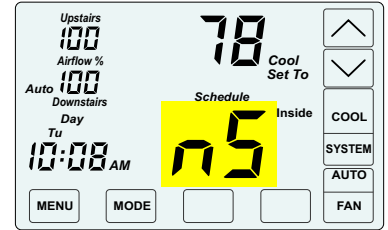
**nC** is displayed when the thermostat is first powered up and indicates that the thermostat has not established communication with the Wiring Hub. After about 10 seconds, the thermostat establishes communication with the Wiring Hub and the nC message disappears.



1. Check the wiring from the thermostat to the Wiring Hub. Check that both the SA and SB wires are installed in the proper terminals and are making good contact.
2. Check for a broken SA or SB wire.

### nS - No Sensor Message (Wired Sensors)

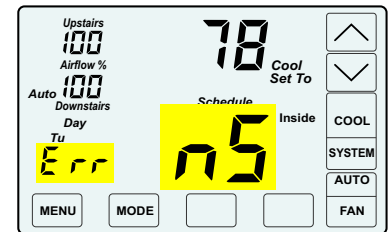
**nS** is displayed when there is an error with the upstairs sensor(s). The thermostat will continue to control the system and automatically opens both dampers and disables airflow control until the sensor error is corrected.



1. Check that both the wires from sensor to the Comfort365 thermostat are installed in the proper terminals and are making good contact.
2. For single sensor installations, ensure that only 1 TS510W sensor is installed.
3. For dual sensor installation, ensure that 2 TS520W sensors are installed.
4. Check for broken wires

### nS - No Sensor Message (Wireless Sensors)

**nS** and Err 01 and Err 02 is displayed when communication with the upstairs sensor has been lost. The thermostat will continue to control the system and automatically opens both dampers and disables airflow control until the sensor error is corrected.



1. Check the batteries in the sensor.
2. Make sure the sensors are set to the correct sensor number. See Wiring Hub Installer Manual.

If the message persists, turn the power off to the Wiring Hub. When the power is restored, the Wiring Hub automatically detects which sensors are being used and clears the error message.