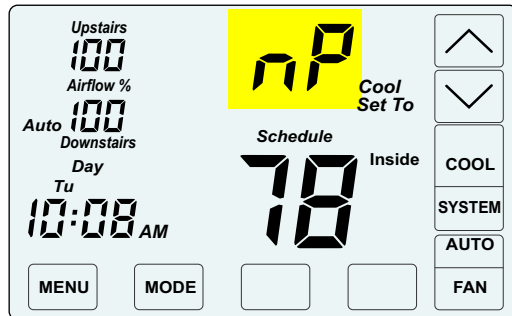


ERROR CODES

Models C365T11, C365T21 and C365T21WF

nP - No Power Message

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

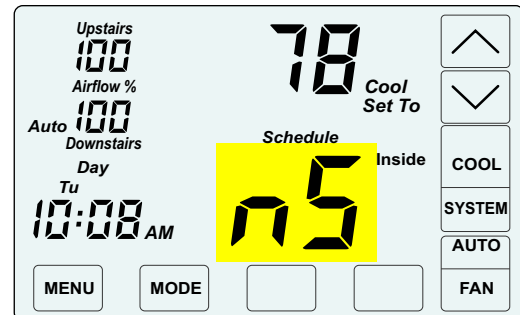


1. Check that both the R and C wires from the equipment to the Comfort365 thermostat are installed in the proper terminals and are making good contact.
2. Check for a broken R or C wire.

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

nS - No Sensor Message

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

Sensor Errors in Early Thermostat Versions

To determine a sensor error in early versions of the Comfort365, press Inside on the thermostat display. The upstairs temperature is displayed and is indicated by Inside2.

A temperature reading of 40 or a temperature reading that is unrealistically too cool or too warm indicates an error with the sensor installation. Use the steps above to troubleshoot.