

# ACD COMMUNICATING SERVICE TOOL



## OPERATING MANUAL

**97B0106N01**  
**Revised:**

**December 5, 2024**



## Table of Contents

Connection	3
Menu Structure	4
System Configuration	4
Airflow Selection	4
Option Selection	5
Unit Configuration	5
Pump Configuration	6
Valve Configuration	6
Multi-Unit Configuration	7
Service Mode	8
Manual Operation	8
Control Diagnostics	8
Dipswitch Configuration	9
Fault History	9
Clear Fault History	11
Revision History	12

### **Caution:**

These instructions are intended to be used by the installer or service personnel. End users are NOT advised to change or modify any of these settings. Doing so may cause the equipment to stop working properly and/or may void the warranty on both the thermostat and the equipment.

## ACD Communicating Service Tool

Rev.: December 5, 2024

This page was intentionally left blank.

## 1.0 Connection

Communicating Service Tool (ACD) allows install and service technicians to configure and diagnose Communicating Units without installing a communicating thermostat.

Using the Service Tool, a technician can ELECTRONICALLY:

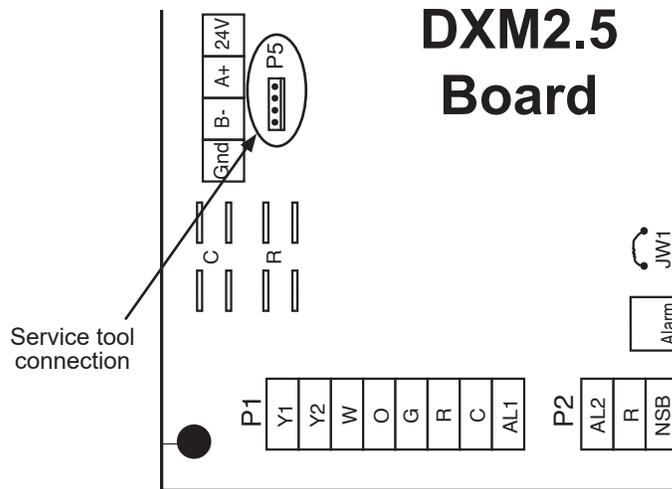
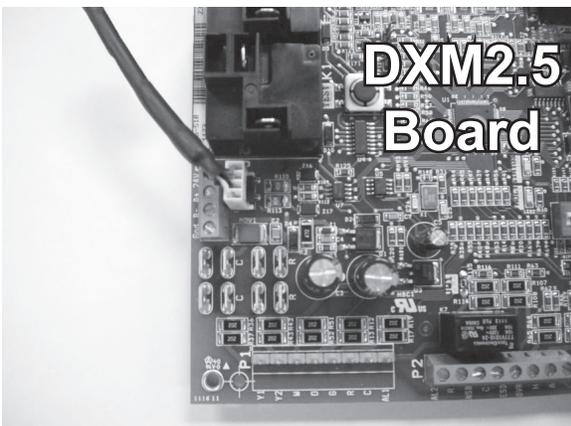
1. Configure items like: airflow, heat pump options, configuration, pump or modulating valve operation, unit family, unit size, etc.

AND

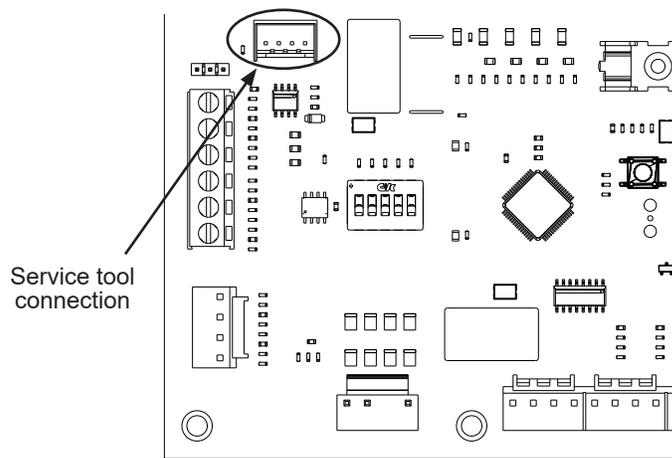
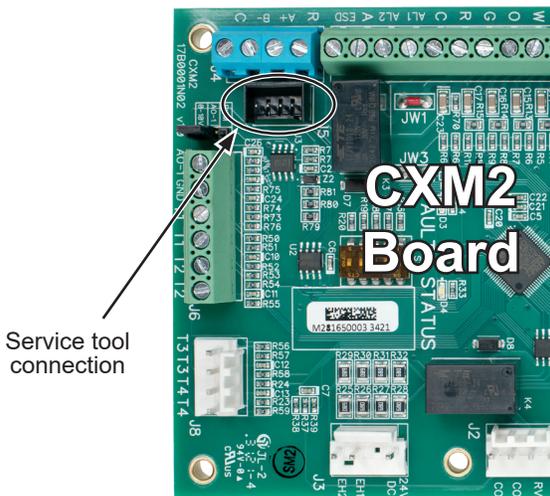
2. Diagnose the unit by operating it manually, performing control diagnostics, viewing dip switch configurations, or by viewing fault history and operating conditions when a fault occurred.

The Service Tool connects to the communicating board with a 4-Wire Connector as shown below:

**Note: For TSM, TSL, and TRL products a service port is located on outside of the unit. A service whip harness (part number 11B0100N27) is required for connection from the service tool to these products.**



**WARNING!**  
**WARNING! Connecting wire harness while unit is powered on or connecting backward may damage service tool.**



## ACD Communicating Service Tool

Rev.: December 5, 2024

### 2.0 Menu Structure

### Menu Structure

- System Configuration
  - Airflow Selection
  - Option Selection
  - Unit Configuration
  - Pump Configuration
  - Valve Configuration
- Service Mode
  - Manual Operation
  - Control Diagnostics
  - Dipswitch Configuration
  - Fault History
  - Clear Fault History

### 3.0 System Configuration

Use the System Configuration option on the start-up screen to adjust critical equipment settings.

The System Configuration information will be automatically obtained from each communicating control in the system.

**Note 1:** The Airflow Selection menu (section 3.1) will not be present if the connected communicating control system has no blower.

**Note 2:** The Pump Configuration menu (section 3.4) will not be present if the connected communicating control is configured for No Loop Configuration (OTHER).

**Note 3:** The Valve Configuration menu (section 3.5) will not be present if the connected communicating control is configured for No Loop Configuration (OTHER).

#### 3.1 AIRFLOW SELECTION

Adjust the airflow settings for each system operating mode using the up/down arrow buttons. Press the center button to select each item.

- Airflow Settings (defaults stored in control) - valid range: obtained from control (in 25 CFM increments)
- Blower Off Delay (default 60 seconds) – valid range: 0 to 255 seconds (in 5 second increments)

**NOTE 1:** The Airflow Settings will only be present if the connected communicating control is configured for Constant Volume (CV) ECM blower.

**NOTE 2:** If multiple units are connected to one thermostat, refer to section 3.6 for unit selection.

SERVICE TOOL MENU

---

**SYSTEM CONFIG**

SERVICE MODE

ACDU03 1.00

SELECT OPTION ▲ ▼

**Start-up Screen**

SYSTEM CONFIGURATION

AIRFLOW SELECTION

OPTION SELECTION

---

UNIT CONFIG TES026

PUMP CONFIGURATION

SELECT OPTION ▲ ▼

◀ PREVIOUS SELECT ■

**System Configuration Menu**

**3.2 OPTION SELECTION**

This option allows the configuration of heat pump options to be modified.

Adjust the Option settings using the up/down arrow buttons. Press the center button to select each item.

- Motorized Valve (defaults stored in control) – valid range: Off, On “On” delays compressor start until the valve is fully open.
- Compressor ASCD (Anti-Short Cycle Delay (default stored in control) – valid range: 5 to 8 (in 1 minute increments)

NOTE 1: The Compressor Anti-Short Cycle Delay setting provides equipment protection by forcing the compressor to wait a few minutes before restarting.

NOTE 2: If multiple units are connected to one thermostat, refer to section 3.6 for unit selection.

NOTE: “Motorized Valve” used here refers to a two-position motorized water valve, not to be confused with the modulating motorized water valve found in the LOOP CONFIG.

**3.3 UNIT CONFIGURATION**

Adjust the Unit Configuration settings including Heat Pump Family, Heat Pump Size, Blower Type, and Loop Configuration using the up/down arrow buttons. Press the center button to select each item.

- Heat Pump Family (default stored in control)
- Heat Pump Size (default stored in control) – valid range: depends on Heat Pump Family setting
- Blower Type (default stored in control) – valid range: NO BLOWER, 2-SPD PSC, COM ECM-V, 1-SPD PSC, 2-SPD CTM, PWM ECM, VFD
- Loop Config (default stored in control) – valid range: Other, VS PUMP, MOD VALVE

Airflow, pump and valves can be configured from ‘System Configuration’ screen.

Select ‘VS PUMP PARALLEL’ when applying an internal variable speed flow controller with other flow controllers on a single loop in parallel.

NOTE: Refer to section 3.6.3 for multi-unit and dual-board configuration instructions.

OPTION SELECTION	
MOTORIZED VALVE	OFF
COMPRESSOR ASCD	0
SELECT OPTION ▲ ▼	
◀ PREVIOUS	SELECT ■

Option Selection Menu

UNIT CONFIGURATION	
CURRENT CONFIG	XX026
HEAT PUMP FAMILY	XX
HEAT PUMP SIZE	026
BLOWER TYPE	ECM
LOOP CONFIG	VS PUMP
SELECT OPTION ▲ ▼	
◀ PREVIOUS	SAVE ■

Unit Configuration Menu

## ACD Communicating Service Tool

Rev.: December 5, 2024

### 3.4 PUMP CONFIGURATION

The variable speed internal flow control pump can be controlled either through temperature differential (Delta T) or can be set to specific speed (fixed; % of full speed for each heat and cool stage).

Can be configured for either single pumping or parallel pumping.

Adjust the Pump Configuration settings using the up/down arrow buttons. Press the center button to select each item.

- Heating Delta T (default stored in control) – valid range: 4 to 12°F (in 1°F increments)
- Cooling Delta T (default stored in control) – valid range: 9 to 20°F (in 1°F increments)

Maximum Heat LWT (valid range based on specific model; refer to model IOM). Minimum Cool LWT (valid range based on specific model; refer to model IOM).

**NOTE:** Refer to section 3.6.3 for multi-unit configuration instructions.

To control vs pump by fixed speed, select 'Pump Control', press **■**, use down arrow to select 'Fixed', and press **■** to save.

Default stored in control. Valid range: 15% - 90% (in 1% increments)

Heating Stage 1	Cooling Stage 1
Heating Stage 2	Cooling Stage 2

If Pump Configuration is set to 'VS PUMP PARALLEL', valid range changes to 50-90% (in 1% increments).

### 3.5 VALVE CONFIGURATION

Adjust the Valve Configuration settings using the up/down arrow buttons. Press the center button to select each item.

- Heating Delta T (default stored in control) – valid range: 4 to 12°F (in 1°F increments)
- Cooling Delta T (default stored in control) – valid range: 9 to 20°F (in 1°F increments)

NOTE 1: Minimum and Maximum degree values are shown only when the control is configured with the appropriate values.

NOTE 2: Refer to section 3.6.3 for multi-unit configuration instructions.

#### 3.5.1 MODULATING VALVE OFF POSITION

For certain commercial multi-unit applications, the modulating valve can be kept slightly open by choosing values 3.3-4.0.

VARIABLE SPD INTERNAL PUMP CONFIGURATION	
LOOP OPTION	PARALLEL
PUMP CONTROL	DELTA T
HEATING DELTA T	7 F
COOLING DELTA T	10 F
MAXIMUM HEAT LWT	80 F
MINIMUM COOL LWT	40 F
◀ PREVIOUS	SELECT ■

VARIABLE SPD INTERNAL PUMP CONFIGURATION	
LOOP OPTION	SINGLE
PUMP CONTROL	FIXED
HEATING STAGE 1	60%
COOLING STAGE 2	75%
COOLING STAGE 1	50%
COOLING STAGE 2	70%
◀ PREVIOUS	SELECT ■

MODULATING VALVE CONFIGURATION	
OFF POSITION	0.0
VALVE CONTROL DELTA T	
HEATING DELTA T	7 F
COOLING DELTA T	10 F
MAXIMUM HEAT LWT	80 F
MINIMUM COOL LWT	40 F
◀ PREVIOUS	SELECT ■

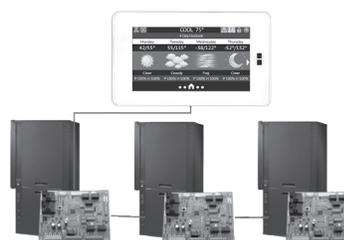
**3.6 MULTI-UNIT AND DUAL-BOARD CONFIGURATION**

If multiple units or dual boards are connected to one communicating thermostat upon unit start-up, the thermostat will automatically register the serial numbers of all units connected to it.

NOTE: Multiple units or dual boards may be connected directly to the communicating thermostat or connected to one another in series, as shown by the figure below.



Or



**3.6.1 MULTI-UNIT AND DUAL-BOARD AIRFLOW SELECTION**

In section 3.1, when an installer selects “Airflow Selection” from the System Configuration menu, the installer may choose the unit to configure by the last 4 digits of its serial number from the following screen.

**3.6.2 MULTI-UNIT AND DUAL-BOARD OPTION SELECTION**

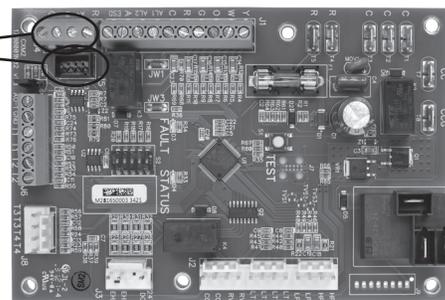
In section 3.2, when an installer selects “Option Selection” from the System Configuration menu, the installer may choose the unit to configure by the last 4 digits of its serial number from the following screen.

**3.6.3 MULTI-UNIT, DUAL-BOARD, UNIT, PUMP, AND VALVE CONFIGURATION**

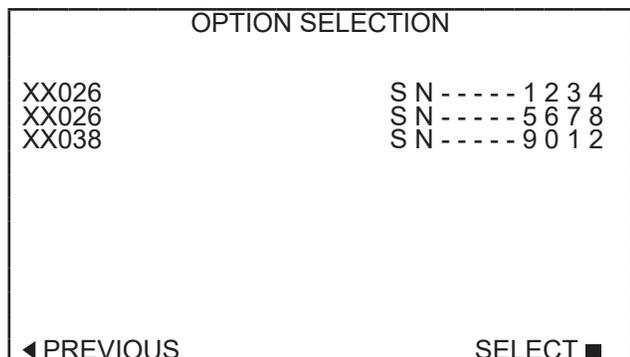
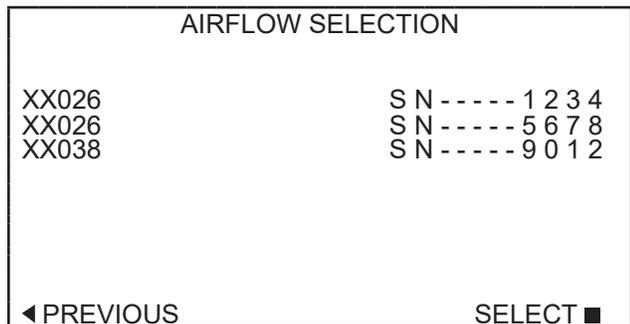
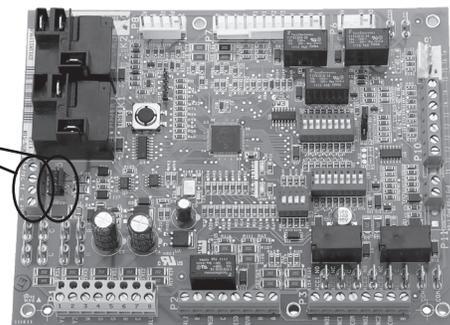
To configure Unit, Board, Pump, and Valve options in sections 3.3-3.5, the thermostat must be connected to only one unit at a time.

NOTE: Communicating Thermostats not available for all brands.

Two connections on CXM2 board to allow for multi-unit installation



Two connections on DXM2.5 board to allow for multi-unit installation



## ACD Communicating Service Tool

Rev.: December 5, 2024

### 4.0 Service Mode

#### 4.1 MANUAL OPERATION

Manual Operation mode allows service personnel to manually command operation for any of the thermostat outputs, blower speed, as well as pump speed or valve position to help troubleshoot specific components.

**NOTE 1:** The CV Airflow adjustment will not be present if the connected communicating control is not configured for ECM (section 3.1).

**NOTE 2:** The Pump Speed adjustment will not be present if the connected communicating control is not configured for Pump (section 3.4).

**NOTE 3:** The Valve Position adjustment will not be present if the connected communicating control is configured for Valve (section 3.5).

#### 4.2 CONTROL DIAGNOSTICS

Control Diagnostics mode allows service personnel to view the status of all physical inputs, switches and temperature sensor readings, as well as the operational status of the heat pump at the thermostat.

Navigate between diagnostic screens using the left/right arrow buttons.

**NOTE:** The Pump Status will not be present if the connected communicating control is not configured for Pump (section 3.4).

SERVICE MODE	
MANUAL OPERATION	
CONTROL DIAGNOSTICS	
DIPSWITCH CONFIG	
FAULT HISTORY	
CLEAR FAULT HISTORY	
SELECT OPTION ▲ ▼	
◀ PREVIOUS	SELECT ▶

MANUAL OPERATING MODE			
Y1	COMM	OUTPUT	OFF
Y2	COMM	OUTPUT	OFF
W	COMM	OUTPUT	OFF
O	COMM	OUTPUT	OFF
G	COMM	OUTPUT	OFF
H	COMM	OUTPUT	OFF
DH	COMM	OUTPUT	OFF
ECM	AIRFLOW		0
PUMP	SPEED		0%
TEST	MODE		OFF
SELECT OPTION ▲ ▼			
◀ PREVIOUS			SELECT ▶

CONTROL DIAGNOSTICS	
HP SWITCH	CL
LOC SWITCH	CL
Y1 PHYSICAL INPUT	ON
Y2 PHYSICAL INPUT	OFF
W PHYSICAL INPUT	OFF
O PHYSICAL INPUT	ON
G PHYSICAL INPUT	ON
H PHYSICAL INPUT	OFF
EMERG SHUTDOWN	OFF
NIGHT SETBACK	OFF
OVR INPUT	OFF
◀ PREVIOUS	NEXT ▶

CONTROL STATUS TEMPERATURES	
LT1 TEMP	38.1
LT2 TEMP	79.9
COMP DISCHARGE	157.7
HOT WATER EWT	121.5
LEAVING AIR	75.1
LEAVING WATER	73.3
ENTERING WATER	78.5
CONTROL VOLTAGE	26.4
ECM BLOWER RPM	550
ECM TARGET CFM	800
ECM BLWR STATIC	N/A
◀ PREVIOUS	NEXT ▶

CONTROL DIAGNOSTICS PUMP OPERATION	
PUMP SPEED	60%
PUMP WATTS	140
FLOW RATE GPM	7.4
◀ PREVIOUS	

**4.3 DIPSWITCH CONFIGURATION**

Dipswitch Configuration mode allows the service personnel to view the status of all dipswitch settings for the connected communicating control at the thermostat.

Navigate between configuration screens using the left/right arrow buttons.

**NOTE:** The unit control dipswitch settings cannot be changed from the thermostat or configuration/diagnostics tool. Dipswitch setting availability will vary by unit controller type.

CONTROL CONFIGURATION  
DIPSWITCH S1

- 1 ON UPS ENABLED
- 2 ON DUAL COMP STG 1
- 3 ON HEAT PUMP TSTAT
- 4 ON RV O THERMOSTAT
- 5 ON DEHUMID OFF
- 6 ON EH2 AUX HEAT
- 7 ON BOILERLESS
- 8 ON SEE COMMUNICATING CONTROLLER AOM

◀ PREVIOUS NEXT ▶

**S1 Dipswitch Status**

CONTROL CONFIGURATION  
DIPSWITCH S2

- 1 ON \ ACCESSORY 1
- 2 ON ACCESSORY 2
- 3 ON/
  
- 4 ON \ ACCESSORY 2
- 5 ON ACTIVE W/ COMP
- 6 ON /
  
- 7 ON H DEHUM INPUT
- 8 ON FACTORY SETTING

◀ PREVIOUS NEXT ▶

**S2 Dipswitch Status**

CONTROL CONFIGURATION  
DIPSWITCH S3

- 1 ON FACTORY SETTING
- 2 OFF HWG TEST OFF
- 3 OFF HWG SP 125
- 4 OFF HWG DISABLED

JW3 LT1 SETTING WELL

◀ PREVIOUS

**S3 Dipswitch Status**

**4.4 FAULT HISTORY**

Fault History mode displays the five most recent stored fault codes for the connected communicating control.

Navigate between control fault codes using the up/down arrow buttons. Press the center button to view more information about the highlighted fault code.

TT038 SN ----- 0 1 2 3  
LAST 5 FAULTS

- LT1 LOW WATER TEMP
- NO FAULT
- NO FAULT
- NO FAULT
- NO FAULT

◀ PREVIOUS NEXT ▶  
SELECT ■

**Fault History**

# WATER-SOURCE HEAT PUMPS

## ACD Communicating Service Tool

Rev.: December 5, 2024

### 4.4.0 Fault Conditions Menu

FAULT CONDITION MENU

LT1 LOW WATER TEMP  
HEAT 1 11:11 AM 11/14

---

**FAULT TEMP CONDITIONS**

FAULT FLOW CONDITIONS

FAULT I/O CONDITIONS

FAULT CONFIG COND

FAULT POSSIBLE CAUSES

◀ PREVIOUS SELECT ■

### 4.4.1 Temperature Conditions

Displays detailed temperature readings that were recorded at the time the fault occurred

FAULT TEMPERATURE CONDITIONS

LT1 LOW WATER TEMP

HEAT 1 11:11 AM 11/14

LT1 TEMP	28.1
LT2 TEMP	97.3
HOT WATER EWT	121.5
COMP DISCHARGE	157.7
LEAVING AIR	92.7
LEAVING WATER	34.9
ENTERING WATER	42.1
CONTROL VOLTAGE	26.4

◀ PREVIOUS

### 4.4.2 Flow Conditions

Displays detailed blower and pump speed / valve position readings that were recorded at the time the fault occurred.

FAULT FLOW CONDITIONS

LT1 LOW WATER TEMP  
HEAT 1 11:11 AM 11/14

ECM TARGET CFM	800
ECM BLOWER RPM	550
FLOW RATE GPM	6.5
PUMP SPEED	60%
PUMP WATTS	140
LOOP CONFIG	VS PUMP

◀ PREVIOUS SINGLE

FAULT FLOW CONDITIONS

LT1 LOW WATER TEMP  
HEAT 1 11:11 AM 11/14

ECM TARGET CFM	800
ECM BLOWER RPM	550
VALVE POSITION	10.0V

LOOP CONFIG MOD VALVE

◀ PREVIOUS MIN POS

### 4.4.3 Input/Output Conditions

Displays the status of all physical and communicated inputs, switches, and control outputs that were recorded at the time the fault occurred.

FAULT I/O CONDITIONS

LT1 LOW WATER TEMP  
HEAT 1 11:11 AM 11/14

TSTAT	SAFETY	OUTPT
CONV	COMM	HPS
Y1	Y1	LOC
Y2	Y2	CO
W	W	CC
O	O	RV
G	G	ACC1
H	H	ACC2
OVR	DH	AL1
		EH1
		EH2

◀ PREVIOUS

**4.4.3 Configuration Conditions**

Displays the status of all dipswitch settings that were recorded at the time the fault occurred.

FAULT CONFG CONDITIONS						
LT1	LOW	WATER	TEMP			
HEAT	1	11:11 AM	11/14			
	S1	S2	S3			
1	ON	1 ON	1 ON			
2	ON	2 ON	2 OFF			
3	ON	3 ON	3 OFF			
4	ON	4 ON	4 OFF			
5	ON	5 ON				
6	ON	6 ON		LT1	WELL	
7	ON	7 ON		LT2	WELL	
8	ON	8 ON				
◀ PREVIOUS						

**4.4.4 Possible Causes**

Displays possible causes as to why the fault occurred

POSSIBLE FAULT CAUSES	
LOW WATER COIL TEMP	
LOW WATER TEMP - HTG	
LOW WATER FLOW - HTG	
LOW REFRIG CHARGE - HTG	
INCORRECT LT1 SETTING	
BAD LT1 THERMISTOR	
◀ PREVIOUS	

**4.5 CLEAR FAULT HISTORY**

Clear Fault History will clear all fault codes stored in the thermostat as well as the fault history in any connected communicating controls.

## ACD Communicating Service Tool

Rev.: December 5, 2024

### Revision History

Date	Page #	Description
12/5/24	5, 7	Added dual-board content
1/24/23	All	Introduced CXM2 Controls
1/26/19	3,4	Update harness and service tool part number
11/3/17	All	Updated tstat Part number to ATC32U03
10/16/17	5	Update blower types
1/25/16	12	Updated Certification Logos
4/17/14	3,5	Text Updated
2/11/14	All	ACDU01 Updated to ACDU02
10/23/12	4-7	Unit Config, Pump Config and Valve Config Sections Updated
3/8/12	All	First Published



97B0106N01

We work continually to improve our products. As a result, the design and specifications of each product at the time for order may be changed without notice and may not be as described herein. Please contact our Customer Service Department at 1-405-745-6000 for specific information on the current design and specifications. Statements and other information contained herein are not express warranties and do not form the basis of any bargain between the parties, but are merely our opinion or commendation of these products.