

## THERMOSTAT OPERATION – COMFORT IS AT YOUR FINGERTIPS

Though your thermostat may vary somewhat from the description below, its operation will be similar.

### Temperature Setting Levers

Most heat pump thermostats have two temperature selector levers: one for heating and one for cooling. Set the levers or dials to the desired temperature setpoints for both heating and cooling. Avoid frequent temperature adjustment; turning the unit off and back on before pressures equalize puts stress on the unit compressor.

### Fan Switch

In AUTO or INT (intermittent) mode, the blower operates only when the thermostat calls for heating or cooling. This mode is generally preferred when humidity control is a priority. The ON or CONT mode provides continuous indoor blower operation, regardless of whether the compressor or auxiliary heat are operating. This mode is required when constant air circulation or filtering is desired.

### System Switch

Set the system switch for heating, cooling or auto operation. The auto mode allows the heat pump to

automatically switch from heating mode to cooling mode to maintain predetermined comfort settings. Many heat pump thermostats are also equipped with an emergency heat mode which locks out heat pump operation and provides temporary heat supplied by the auxiliary heat.

### Indicating Light

Most heat pump thermostats have an amber light which indicates when the heat pump is operating in the emergency heat mode.

### Temperature Indicator

The temperature indicator displays the actual room temperature.

### Programmable Thermostats

Your Lennox system may be controlled by a programmable thermostat. These thermostats provide the added feature of programmable time-of-day setpoints for both heating and cooling. Refer to the user's information manual provided with your particular thermostat for operation details.

BEFORE YOU CALL

*Be Prepared  
with the  
Information  
Your Dealer  
Will Need*

If your system fails to operate, check the following before calling for service:

- Check to see that all electrical disconnect switches are ON.
- Make sure the room thermostat temperature selector is properly set.
- Make sure the room thermostat system switch is properly set.
- Replace any blown fuses, or reset circuit breakers.
- Make sure unit access panels are in place.
- Make sure air filter is clean.
- Locate unit model number and have it handy before calling.

**LENNOX**

Dealer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Unit Model Number: HP29 - \_\_\_\_\_

Installation Date: \_\_\_\_\_

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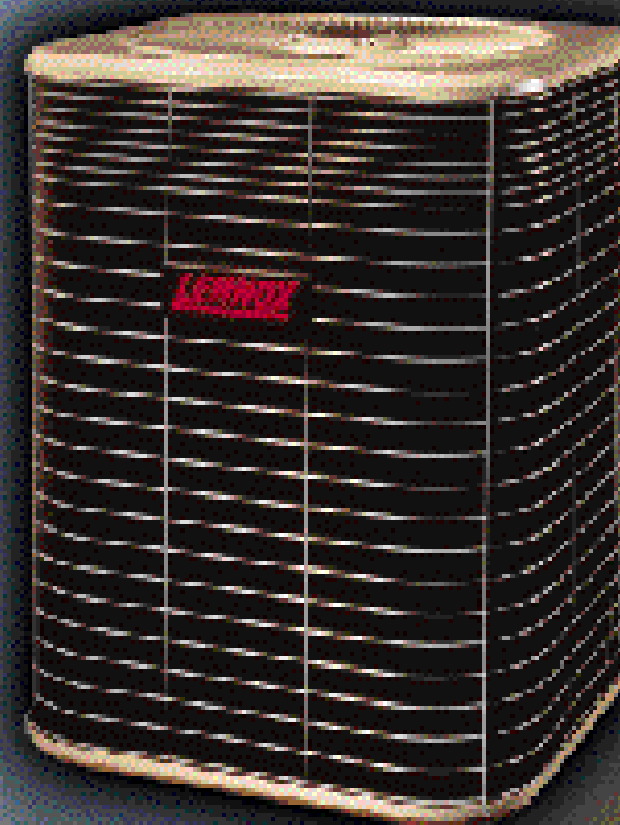
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**LENNOX** ELITE SERIES

**ELITE 11™**

H E A T P U M P



**OWNER'S MANUAL**



# Protect Your Investment – Proper Maintenance is Your Responsibility

## WARRANTIES

### Your Unit is Covered by One of the Best Warranties in the Industry

At Lennox, our products are as good as our word.



The compressor in your new Elite 11 heat pump is backed by a 10-year limited warranty. All



remaining components are covered by a 5-year limited parts warranty. That's a promise of quality no other manufacturer can match.

Your Elite® Series heat pump includes a sheet which outlines the warranty and its conditions. Keep your warranty along with other important records concerning the purchase and maintenance of your heating and cooling equipment.

You should be aware that failure to maintain your system as outlined in this manual will void your equipment warranty.

## MAINTENANCE

### Keep Your System in Top Form Year After Year

In order to ensure peak performance, your system must be properly maintained. Clogged filters and blocked airflow prevent your unit from operating at its most efficient level.

Ask your Lennox dealer to show you where your indoor unit's filter is located. It will be either at the indoor unit (installed internal or external to the cabinet) or behind a return air grille in the wall or ceiling. Check the filter monthly and clean or replace it as needed.

Disposable filters should be replaced with a filter of the same type and size. If you are unsure about the filter you need for your system, call your independent Lennox dealer for assistance.

#### Important!

**Turn off electrical power to the unit at the disconnect switch before performing any maintenance. The unit may have multiple power supplies.**

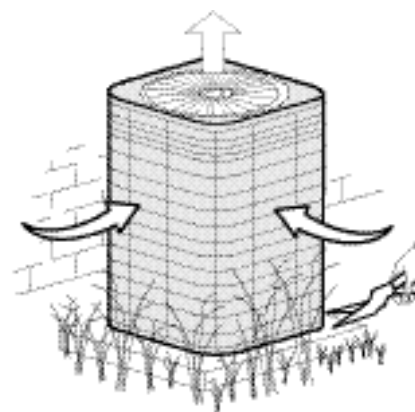
Many indoor units are equipped with re-usable foam filters. These filters can be cleaned with a mild soap and water solution. Rinse the filter thoroughly and let it dry completely, before it is returned to the unit or grille.

**The filter and all access panels must be in place any time the unit is in operation.**

Your system may be equipped with an electronic air cleaner which will provide respiratory relief by removing up to 90 percent of all airborne particles which pass through it. If it is, ask your dealer to instruct you on its maintenance.

Your indoor coil is equipped with a drain pan to collect condensate formed as your system removes humidity from the inside air. Have your dealer show you where the main condensate drain (and auxiliary drain, if applicable) runs and how to check the drain for any obstruction.

It is also very important to provide unrestricted airflow to the outdoor unit. Leaves, trash or shrubs crowding the unit cause the outdoor unit to work harder and use more energy. Keep shrubbery trimmed away from the unit and periodically check for debris which may have collected around the unit.



## LENNOX DEALERS

### Routine Maintenance – Your Independent Lennox Dealer Can Help

Nobody knows more about the care and operation of your new Lennox equipment than your independent Lennox dealer. This means that your independent Lennox dealer is your best choice for routine maintenance or service. Lennox' Quality Dealer Standards program ensures that when you call your independent Lennox dealer, you can count on prompt, courteous and professional service.

Before the start of each heating and cooling season, the following service checks should be performed by a qualified service technician.

**As always, electrical power to the unit must be turned off prior to any unit maintenance.**

- The outdoor and indoor coils should be inspected and cleaned. The outdoor coil may be flushed with a water hose.
- The refrigerant lines should be visually inspected and the coils should be checked for leaks.
- Wiring should be checked for loose connections.
- Voltage must be checked at the indoor and outdoor units (units operating).
- The amp-draw at the outdoor fan motor and indoor blower motor should be checked. Values should be compared with those given on unit nameplate.
- Indoor unit filters should be cleaned or replaced.
- The refrigerant charge should be checked and system pressures should be gauged.
- The condensate drain line should be checked for free and unobstructed flow and it should be cleaned, if necessary.

## UNIT OPERATION

### Heat Pump Operation – Getting to Know Your Unit

Your new Lennox heat pump has several characteristics that you should be aware of:

Your heat pump satisfies heating demand by delivering large amounts of warm air into the living space. This is quite different from gas- or oil-fired furnaces or an electric furnace which deliver lower volumes of considerably hotter air to heat the space.

Do not be alarmed if you notice frost on the outdoor coil in the winter months. Frost develops on the outdoor coil during the heating cycle when temperatures are below 45°F (7°C). An electronic control activates a defrost cycle lasting 5 to 15 minutes at preset intervals to clear the outdoor coil of the frost. During the defrost cycle, you may notice steam rising from the outdoor unit. This is a normal occurrence. The thermostat may engage auxiliary heat during the defrost cycle to satisfy a heating demand; however, the unit will return to normal operation at the conclusion of the defrost cycle.

Your Lennox Elite 11 heat pump is equipped with a compressor crankcase heater which protects the compressor from refrigerant slugging during cold weather operation. If power to your unit has been interrupted for several hours or more, set the room thermostat selector to the "Emergency Heat" setting to obtain temporary heat without the risk of serious equipment damage. In this operating mode, all heating demand will be satisfied by auxiliary heat. Compressor operation is locked out during Emergency Heat operation. After a six-hour compressor crankcase heater warm-up period, the thermostat can be switched to the "Heat" setting and normal operation will resume.

## ELITE 11

Premium Quality  
Since 1895,  
from the Company  
You Trust



Congratulations, you have made a wise choice with the purchase of your Lennox

Elite 11™ heat pump. Lennox prides itself in manufacturing high quality products that keep you comfortable and keep your monthly energy bills low, year after year.